

Message: FW: Participation Tip Sheet attached.**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:26 PM
 Item ID: 40861721
 Policy Action: Not Specified

Mark History:

Date	Action Status	Reviewer
7/11/2014 9:27:14 AM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

✉ FW: Participation Tip Sheet attached.

From Bervid, Joseph [IWD] **Date** Friday, October 18, 2013 10:15 AM
To Stalker, Teresa [IWD]
Cc

 [Employer participaiton at fact finding tip.docx](#) (14 Kb HTML)  [ATT00001.htm](#) (1 Kb HTML)

From: Wahlert, Teresa [IWD]
Sent: Friday, October 11, 2013 12:47 PM
To: Olivencia, Nicholas [IWD]; Koonce, Kerry [IWD]; Bervid, Joseph [IWD]
Subject: Fwd: Participation Tip Sheet attached.

- Teresa Wahlert

Begin forwarded message:

From: "Mormann, Marlon [IWD]" <Marlon.Mormann@iwd.iowa.gov>
Date: October 9, 2013 at 2:36:45 PM CDT
To: "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>
Subject: Participation Tip Sheet attached.

Here is the final draft for your approval. What next?
 Marlon Mormann, Administrative Law Judge

515-265-3512

PARTICIPATION AT FACT FINDING INTERVIEWS

EMPLOYERS' UNEMPLOYMENT TIP SHEET.

Effective July 1, 2013 an employer may face charges to its account for failure to participate at a fact finding interview even if the employer prevails on appeal in the unemployment hearing. See Iowa Code section 96.3(7)b.

Personal participation by an employer representative with firsthand knowledge will almost always suffice to prevent charges to employer's account in the above circumstance. *An employer representative, who has firsthand knowledge about the issue and provides information to the fact-finder, is the best kind of participation.*

The rule also allows for participation by documentation. The employer must submit detailed factual information that if unrefuted would be sufficient to allow employer to win. See Rule 871 IAC 24.10(1).

Mandatory requirements when participating by documents.

- Employer must provide the name and telephone number of a representative with firsthand information who is available to be contacted at the time of the fact finding interview.
- Employer must provide detailed written statements giving dates and circumstances of the discharge incident or reasons for a quit.
- The specific rule or policy relied upon must be submitted for a discharge case.
- For an absenteeism discharge the statement must include circumstances of all absences relating to the discharge with proof that the absences are unexcused under Iowa law.

The following are inadequate participation at fact finding?

- Written or oral statements or general conclusions without supporting detailed factual information are not considered participation.
- Information submitted after fact finding is over is not participation.

Message: FW: Conversation with Vicki Seeck**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:15 PM
 Item ID: 40861450
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW: Conversation with Vicki Seeck**

From Lewis, Devon [IWD] **Date** Thursday, August 22, 2013 11:40 AM
To Hillary, Teresa [IWD]
Cc

[Fyi – I will write her about my stress therapy...](#)

From: Vicki Seeck [mailto:Vicki.Seeck@iwd.iowa.gov]
Sent: Thursday, August 22, 2013 9:27 AM
To: Seeck, Vicki [IWD]; Lewis, Devon [IWD]
Subject: Conversation with Vicki Seeck

Vicki Seeck [9:20 AM]:

I consider you my expert on reasonable assurance. The claimant decided not to sign his new contract because he was told if he did not, he could get unemployment benefits. He was offered a contract for the new school year. I never had this come up before.

Lewis, Devon [9:21 AM]:

wow - I'd deny because that was notice that he had reasonable assurance of employment the next term. did he end up signing it later?

Vicki Seeck [9:22 AM]:

no he decided he didnt want to go back

Lewis, Devon [9:22 AM]:

so then you may have to remand for a quit

Vicki Seeck [9:22 AM]:

that was my thought as well

Lewis, Devon [9:22 AM]:

but in the meantime he had notice of RA

:-) you've got it

Vicki Seeck [9:22 AM]:

thanks I feel better about my thought process

Lewis, Devon [9:23 AM]:

no worries - you know your UI

Vicki Seeck [9:23 AM]:

this has been a bad week.....

Lewis, Devon [9:23 AM]:

but I'm always available to run stuff by...

anything I can do to help?

the security issue is a biggie

they talked about that in the District Manager meeting this morning - first on the agenda

Vicki Seeck [9:24 AM]:

no I am just exhausted I can't seem to get any sleep but hopefully tonight

Lewis, Devon [9:24 AM]:

I understand - Tere and I were both awake by 4:30 - argh!

Message: Re: Out-of-State Travel

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:16 PM
Item ID: 40861508
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Re: Out-of-State Travel**

From Wahlert, Teresa [IWD] **Date** Thursday, August 29, 2013 3:54 PM
To Wise, Steve [IWD]
Cc Hillary, Teresa [IWD]

I know -I do - I say the same to everyone! Just need the rationale! You are approved

- Teresa Wahlert

On Aug 29, 2013, at 1:48 PM, "Wise, Steve [IWD]" <Steven.Wise@iwd.iowa.gov> wrote:

Please re-evaluate my out-of-state travel request. All the cases referenced in the email have been issued and entered. I understand that my receiving approval of the out-of-state-travel request is contingent on keeping current. Hopefully everyone recognizes the amount of extra work that I have been and am doing, but I also recognize all the responsibilities of my job.

As mentioned in my earlier email, I'm not requesting reimbursement for my travel expenses as I've secured a scholarship for my travel expenses. Also as mentioned in my first email regarding the NAALJ conference, I am willing to use vacation if necessary to attend the conference.

Thank you.

Steve

From: Hillary, Teresa [IWD]
Sent: Tuesday, August 27, 2013 10:29 AM
To: Wise, Steve [IWD]
Cc: Wahlert, Teresa [IWD]

Subject: Out-of-State Travel

Steve,

The Director asked me yesterday where you stood on your case list as she was getting ready to sign your out-of-state travel request for September 15 through September 19. As of yesterday your old case list showed 14 decn due but not on the Q drive. I reported the same to the Director. Per her prior instruction that no out-of-state travel requests would be approved unless an ALJ was caught up with their case list, she has denied your request until you are caught up on your case list. Should you catch up, you must stay caught up and not leave on the trip unless you are caught up. Should you desire the Director to reevaluate your request, please let me know so I can give her the status of your case list.

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

Message: Fwd: Out of State Travel

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:16 PM
Item ID: 40861516
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Fwd: Out of State Travel**

From Wahlert, Teresa [IWD] **Date** Friday, August 30, 2013 6:56 PM
To Hillary, Teresa [IWD]
Cc

- Teresa Wahlert

Begin forwarded message:

From: "Donner, Lynette [IWD]" <Lynette.Donner@iwd.iowa.gov>
Date: August 30, 2013, 5:45:16 PM CDT
To: "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>
Subject: RE: Out of State Travel

Thanks!

From: Wahlert, Teresa [IWD]
Sent: Friday, August 30, 2013 3:17 PM
To: Donner, Lynette [IWD]
Subject: Re: Out of State Travel

Ok -you are good to go

- Teresa Wahlert

On Aug 30, 2013, at 2:15 PM, "Donner, Lynette [IWD]" <Lynette.Donner@iwd.iowa.gov> wrote:

Yes, I am.

From: Wahlert, Teresa [IWD]
Sent: Friday, August 30, 2013 1:44 PM
To: Donner, Lynette [IWD]
Subject: Re: Out of State Travel

Are you all caught up today?

- Teresa Wahlert

On Aug 30, 2013, at 8:13 AM, "Donner, Lynette [IWD]"
<Lynette.Donner@iwd.iowa.gov> wrote:

Please reevaluate. I understand I need to remain current to qualify.

From: Wahlert, Teresa [IWD]
Sent: Tuesday, August 27, 2013 8:10 PM
To: Donner, Lynette [IWD]
Cc: Hillary, Teresa [IWD]
Subject: Re: Out of State Travel

Let me know on Friday -that is when I will be next in the office

- Teresa Wahlert

On Aug 27, 2013, at 4:47 PM, "Donner, Lynette [IWD]"
<Lynette.Donner@iwd.iowa.gov> wrote:

The 12 were all from last week. All of the decisions have now been sent into WP, and I have Task Complete on all but a few.

From: Hillary, Teresa [IWD]
Sent: Tuesday, August 27, 2013 11:17 AM
To: Donner, Lynette [IWD]
Cc: Wahlert, Teresa [IWD]
Subject: Out of State Travel

Lynette,

The Director asked me yesterday where you stood on your case list as she was getting ready to sign your out-of-state travel request for September 15 through September 22. As of yesterday your old case list showed 12 decn due but not on the Q drive. I reported the same to the Director. Per her prior instruction that no

out-of-state travel requests would be approved unless an ALJ was caught up with their case list, she has denied your request until you are caught up on your case list. Should you catch up, you must stay caught up and not leave on the trip unless you are caught up. Should you desire the Director to reevaluate your request, please let me know so I can give her the status of your case list.

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683

FAX: 515.242.5144

Message: RE: Tip Sheet for off duty conduct**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:28 PM
 Item ID: 40861770
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: Tip Sheet for off duty conduct

From Donner, Lynette [IWD] **Date** Monday, November 11, 2013 1:15 PM
To Hendricksmeier, Bonny [IWD]
Cc

Here is the work-connected analysis language I sometimes use. I think a very important element is the nexus with the work. E.g., in your case, an off-duty offense involving money/theft might have had a greater nexus to her work than the offense which did occur.

Under the definition of misconduct for purposes of unemployment benefit disqualification, the conduct in question must be "work connected." *Diggs v. Employment Appeal Board*, 478 N.W.2d 432 (Iowa App. 1991). However, the court has concluded that some off duty conduct can have the requisite element of work connection. *Kleidosty v. Employment Appeal Board*, 482 N.W.2d 416, 418 (Iowa 1992). Under similar definitions of misconduct, it has been found:

In order for an employer to show that its employee's off-duty activities rise to the level of misconduct in connection with the employment, the employer must show by a preponderance of the evidence:

[T]hat the employee's conduct (1) had some nexus with her work; (2) resulted in some harm to the employer's interest, and (3) was in fact conduct which was (a) violative of some code of behavior impliedly contracted between employer and employee, and (b) done with intent or knowledge that the employer's interest would suffer.

-
Dray v. Director, 930 S.W.2d 390 (Ark. App 1996); *In re Kotrba*, 418 N.W.2d 313 (SD 1988), quoting *Nelson v. Department of Employment Security*, 655 P.2d 242 (WA 1982); 76 Am. Jur. 2d, Unemployment Compensation §§77-78.

From: Hendricksmeier, Bonny [IWD]
Sent: Saturday, November 09, 2013 2:02 PM
To: Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hillary, Teresa [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]
Subject: Tip Sheet for off duty conduct

The director has ordered me to do a tip sheet for employers about employees discharged for off duty conduct. I

submitted the attached but she feels there needs to be more. I'm not sure more what.

Please give me your input in case I have missed something. I can only find Kleidosty as a case defining the parameters of employer policy for discharge for off duty conduct that is not somehow work related as in Cook.

Message: Re: Out of State Travel

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:15 PM
Item ID: 40861485
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Re: Out of State Travel**

From Wahlert, Teresa [IWD] **Date** Tuesday, August 27, 2013 8:10 PM
To Donner, Lynette [IWD]
Cc Hillary, Teresa [IWD]

Let me know on Friday -that is when I will be next in the office

- Teresa Wahlert

On Aug 27, 2013, at 4:47 PM, "Donner, Lynette [IWD]" <Lynette.Donner@iwd.iowa.gov> wrote:

The 12 were all from last week. All of the decisions have now been sent into WP, and I have Task Complete on all but a few.

From: Hillary, Teresa [IWD]
Sent: Tuesday, August 27, 2013 11:17 AM
To: Donner, Lynette [IWD]
Cc: Wahlert, Teresa [IWD]
Subject: Out of State Travel

Lynette,

The Director asked me yesterday where you stood on your case list as she was getting ready to sign your out-of-state travel request for September 15 through September 22. As of yesterday your old case list showed 12 decn due but not on the Q drive. I reported the same to the Director. Per her prior instruction that no out-of-state travel requests would be approved unless an ALJ was caught up with their case list, she has denied your request until you are caught up on your case list. Should you catch up, you must stay caught up and not leave on the trip unless you are caught up. Should you desire the Director to reevaluate your request, please let me know so I can give her the status of

your case list.

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683

FAX: 515.242.5144

Message: RE: Director's Edits - Absenteeism

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:15 PM
Item ID: 40861447
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: Director's Edits - Absenteeism**

From Lewis, Devon [IWD] **Date** Thursday, August 22, 2013 10:08 AM
To Castillo, Lisa [IWD]
Cc Wahlert, Teresa [IWD]

 [Tip Sheet - Absenteeism.docx](#) (20 Kb HTML)

Revised version attached.

From: Castillo, Lisa [IWD]
Sent: Wednesday, August 21, 2013 1:02 PM
To: Lewis, Devon [IWD]; Seeck, Vicki [IWD]
Subject: Director's Edits - Absenteeism

See the Director's edits attached.

Lisa Castillo

Director's Office | Executive Assistant
Iowa Workforce Development | 1000 E Grand | Des Moines, IA 50319
515-281-5365 | 515-281-4698 - fax
lisa.castillo@iwd.iowa.gov
www.iowaworkforce.org

- [\[ABSENTEEISM AND MISCONDUCT\]](#)
- [\[Violation of Employer Attendance Policies\]](#)
- [\[Current Act of Misconduct\]](#)
- [\[Final Absence Must Be Unexcused\]](#)
- [\[Warnings Should Be Given\]](#)
- [\[No-call/No-show Absences\]](#)

IOWA UNEMPLOYMENT INSURANCE LAW

ABSENTEEISM AND MISCONDUCT

One form of misconduct that may deny a worker unemployment insurance benefits is excessive, unexcused absenteeism. Here are some general guidelines to consider in these cases but remember that each decision depends upon the specific facts of the case. The employer has the burden of proof to show misconduct because of excessive, unexcused absenteeism. Absenteeism includes tardiness.

Violation of Employer Attendance Policies

No-fault attendance or point policies do not determine if a discharge denies a worker unemployment insurance benefits. Iowa law determines whether an absence is excused and if there are excessive absences. Absences related to areas of personal responsibility such as transportation, lack of childcare, and oversleeping are not considered excused. Absences due to illness or injury must be properly reported according to the employer's attendance policy in order to be excused.

Current Act of Misconduct

Employers must take prompt action when an employee is discharged for attendance. Depending on the specific facts of the case, the Iowa Court of Appeals has suggested that when an employee is allowed to keep working for more than ten work days after the final act of misconduct, benefits may be allowed because the discharge was not for a "current act" of misconduct.

Final Absence Must Be Unexcused

Iowa law, not the employer's policy, defines if an absence is excused. An absence

due to illness or injury, that is properly reported according to the employer's policy, is excused by Iowa law even if the employer's policy considers it unexcused. A final excused absence, even with previous multiple unexcused absences, will result in benefit allowance. Three unexcused absences within a year will usually be considered excessive. Absences dating back more than one year may be too old for use in the excessive absenteeism analysis.

Warnings Should Be Given

Warnings that an employer gives to a worker before the final absence are important to deciding excessive absenteeism cases. Employers should give a copy of at least one written warning about absenteeism, which the employee signs, before firing the employee for absenteeism so that the worker is given specific notice that their attendance must improve in order to keep the job. Warnings about other issues, such as job performance, will not count as a warning towards a discharge for absenteeism, and vice versa.

No-call/No-show Absences

If a worker fails to report for work or notify the employer of absences for three consecutive workdays in violation of a specific employer policy, the employee will be considered to have voluntarily quit the employment without good cause attributable to the employer and benefits will be denied.

Message: Re: Sioux City/Spencer IP Route Week of 9/23/13 to 9/27/13

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:15 PM
Item ID: 40861478
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ Re: Sioux City/Spencer IP Route Week of 9/23/13 to 9/27/13

From Wahlert, Teresa [IWD] **Date** Tuesday, August 27, 2013 10:17 AM
To Mormann, Marlon [IWD]
Cc Hillary, Teresa [IWD]

Please calm down - you are both out of line. Please have a conversation on the phone and work through the issues

- Teresa Wahlert

On Aug 27, 2013, at 9:55 AM, "Mormann, Marlon [IWD]" <Marlon.Mormann@iwd.iowa.gov> wrote:

<image002.gif>

Did you look at the schedule? I was trying to save days in a hotel for efficiency sake and write the cases when I get back. I am going to Sioux City early to help save a day. Can you start a Sioux City case at 10am? If I do it your way I will start Sioux City at 12 noon and you will have your wish. If I do it your way it is an extra day in a hotel. Don't you dare insinuate that I am lazy.

Perhaps you should take a full schedule of hearings for a month and see how well you handle it.

Here is my schedule. Next time I suggest you look at

the schedule before you question my ethics. Good grief, this is a killer schedule, could you handle this? How about we trade schedules for a month or two?

What I am doing is perfectly acceptable based on 20 years of practice. Next time I will do it your way and add a few extra days expense. This is over a weeks' worth of hearings done in a week. My schedule is in the Bureau's best interest. Your comments are not.

September 23, 2013

<!--[if !supportLists]-->**1.** <!--[endif]-->10am 13A-UI-08430;
Alavez v. Interbake Foods
 <!--[if !supportLists]-->**2.** <!--[endif]-->11am 13A-UI-08988;
Suing v. Vonnahme Law PC
 <!--[if !supportLists]-->**3.** <!--[endif]-->1pm 13A-UI-08493;
Christiansen v. L.A. Carlson Contracting
 <!--[if !supportLists]-->**4.** <!--[endif]-->2pm 13A-UI-05503-MT;
Heaton v. Jones Eye Center
3pm 13A-UI-08282; Heldenbrand v. GIPH
Restaurants (needs a sign language interpreter)
I need a date/time ASAP so I can line one up.

<!--[if !supportLists]-->**1.** <!--[endif]-->September 24
 <!--[if !supportLists]-->**2.** <!--[endif]-->8am 13A-UI-06806;
Jasman v. Hughes A. Bagley Inc
 <!--[if !supportLists]-->**3.** <!--[endif]-->9am 13A-UI-06923;
Lerdal v. Oakhill Assisted Living
 <!--[if !supportLists]-->**4.** <!--[endif]-->10am 13A-UI-08860;
Jones (1-party)
 <!--[if !supportLists]-->**5.** <!--[endif]-->1030am 13A-UI-06124;
Peterson (1-party)
 <!--[if !supportLists]-->**6.** <!--[endif]-->11am 13A-UI-05484;
Greene (1-party)

<!--[if !supportLists]-->7. <!--[endif]-->12 noon 13A-UI-02365-H (IP); Borrall v. SHIP (attorney) - Bonny said on the file (Do not schedule until CL Atty writes and says they are ready; may need an entire day)
HUGE FILE Need to call the atty, need contact info please.

Spencer,

September, 25, 2013

8am 13A-UI-08141; Minniefiled v. Quality Prosessing SVCS

- <!--[if !supportLists]-->1. <!--[endif]-->9am 13A-UI-06994-LT; Rosenboom v. Dyno Oil Co
- <!--[if !supportLists]-->2. <!--[endif]-->10am 13A-UI-05558; McCune v. Arts Way MFG CO
- <!--[if !supportLists]-->3. <!--[endif]-->11am 13A-UI-06008; Manzer v. Longhouse Northshire LTD
- <!--[if !supportLists]-->4. <!--[endif]-->1pm 13A-UI-03564-S2T; Harmelink v. Pure Fishing (subp req for 3 witnesses; need date and time before I can send out; will scan to you for approval)

September 26, 2013

9pm 13A-UI-09103; Barnett v. Casey's

- <!--[if !supportLists]-->1. <!--[endif]-->10am 13A-UI-08826; Brown v. Schultz & Green

**Marlon Mormann, Administrative Law Judge
515-265-3512**

From: Hillary, Teresa [IWD]
Sent: Tuesday, August 27, 2013 8:54 AM
To: Mormann, Marlon [IWD]
Cc: Wahlert, Teresa [IWD]
Subject: RE: Sioux City/Spencer IP Route Week of 9/23/13 to 9/27/13

Marlon,

When a road trip is scheduled it is expected that the ALJ will be at the venue or venues for the entire week if necessary. You are only scheduled for three of the five possible days. I cannot tell Joni not to add any more cases to Sioux City/Spencer knowing that the next time an ALJ will be there is in January 2014. Pls let the Director know why you think September 26 and 27 should not be scheduled for hearings in Spence or Sioux City.

Thanks much,

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

From: Benson, Joni [IWD]
Sent: Tuesday, August 27, 2013 8:05 AM
To: Hillary, Teresa [IWD]
Subject: FW: Sioux City/Spencer IP Route Week of 9/23/13 to 9/27/13

FYI

From: Mormann, Marlon [IWD]
Sent: Tuesday, August 27, 2013 7:54 AM
To: Benson, Joni [IWD]
Cc: Alexander, Marty [IWD]
Subject: RE: Sioux City/Spencer IP Route Week of 9/23/13 to 9/27/13

Joni, this is the worst week in the history of Appeals. I am very reluctant to do this schedule, please don't add anything.

September 23, 2013

<!--[if !supportLists]-->5. <!--[endif]-->10am 13A-UI-08430;
Alavez v. Interbake Foods
<!--[if !supportLists]-->6. <!--[endif]-->11am 13A-UI-08988;
Suing v. Vonnahme Law PC
<!--[if !supportLists]-->7. <!--[endif]-->1pm 13A-UI-08493;
Christiansen v. L.A. Carlson Contracting
<!--[if !supportLists]-->8. <!--[endif]-->2pm 13A-UI-05503-MT;
Heaton v. Jones Eye Center
**3pm 13A-UI-08282; Heldenbrand v. GIPH
Restaurants (needs a sign language interpreter)
I need a date/time ASAP so I can line one up.**

<!--[if !supportLists]-->8. <!--[endif]-->September 24
<!--[if !supportLists]-->9. <!--[endif]-->8am 13A-UI-06806;
Jasman v. Hughes A. Bagley Inc
<!--[if !supportLists]-->10. <!--[endif]-->9am 13A-UI-
06923; Lerdal v. Oakhill Assisted Living
<!--[if !supportLists]-->11. <!--[endif]-->10am 13A-UI-
08860; Jones (1-party)
<!--[if !supportLists]-->12. <!--[endif]-->1030am 13A-UI-
06124; Peterson (1-party)
<!--[if !supportLists]-->13. <!--[endif]-->11am 13A-UI-
05484; Greene (1-party)
<!--[if !supportLists]-->14. <!--[endif]-->12 noon 13A-UI-
02365-H (IP); Borrall v. SHIP (attorney) - Bonny
said on the file (Do not schedule until CL Atty
writes and says they are ready; may need an entire
day)

**HUGE FILE Need to call the atty,
need contact info please.**

Spencer,

September, 25, 2013

8am 13A-UI-08141; Minniefiled v. Quality Prossessing SVCS

<!--[if !supportLists]-->5. <!--[endif]-->9am 13A-UI-06994-LT;
Rosenboom v. Dyno Oil Co

<!--[if !supportLists]-->6. <!--[endif]-->10am 13A-UI-05558;
McCune v. Arts Way MFG CO

<!--[if !supportLists]-->7. <!--[endif]-->11pm 13A-UI-06008;
Manzer v. Longhouse Northshire LTD

<!--[if !supportLists]-->8. <!--[endif]-->12pm 13A-UI-08826;
Brown v. Schultz & Green

1pm 13A-UI-09103; Barnett v. Casey's

2pm 13A-UI-03564-S2T; Harmelink v. Pure Fishing
(subp req for 3 witnesses; need date and time before I
can send out; will scan to you for approval)

Marlon Mormann, Administrative Law Judge
515-265-3512

From: Benson, Joni [IWD]
Sent: Monday, August 26, 2013 11:35 AM
To: Mormann, Marlon [IWD]
Cc: Alexander, Marty [IWD]
Subject: Sioux City/Spencer IP Route Week of 9/23/13 to 9/27/13

Marlon – here are the upcoming hearings for Sioux City and Spencer.
Marty – please do the insides of the files AND send out any exhibits attached to the files.
The files are ready and on my counter. Thanks☺

Sioux City:

Spencer:

Joni K. Benson
Iowa Workforce Development – UI Appeals
1000 E. Grand

Des Moines IA 50319
Phone: 515.281.8484
FAX: 515.242.5144
jeni.benson@iwd.iowa.gov



BE GREEN – Please consider the environment before printing this e-mail.

Message: Re: Out of state Travel

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:15 PM
Item ID: 40861483
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Re: Out of state Travel**

From Wahlert, Teresa [IWD] **Date** Tuesday, August 27, 2013 11:55 AM
To Wise, Debra [IWD]
Cc Hillary, Teresa [IWD]

Great!!

- Teresa Wahlert

On Aug 27, 2013, at 10:20 AM, "Wise, Debra [IWD]" <Debra.Wise@iwd.iowa.gov> wrote:

I am working on my decisions – on my vacation. I have not reported any time working this week. I will be caught up this week. I will let you know when these decisions have been sent to WP.

From: Hillary, Teresa [IWD]
Sent: Tuesday, August 27, 2013 10:18 AM
To: Wise, Debra [IWD]
Cc: Wahlert, Teresa [IWD]
Subject: Out of state Travel

Deb,

The Director asked me yesterday where you stood on your case list as she was getting ready to sign your out-of-state travel request for September 15 through September 18. As of yesterday your old case list showed 28 decn due but not on the Q drive. I reported the same to the Director. Per her prior instruction that no out-of-state travel requests would be approved unless an ALJ was caught up with their case list, she has denied your request until you are caught up on your case list. Should you catch up, you must stay caught up and not leave on the trip unless you are caught up. Should you desire the

Director to reevaluate your request, please let me know so I can give her the status of your case list.

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

Message: Fwd: social security numbers

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:37 PM
 Item ID: 40860787
 Policy Action: Not Specified

Mark History:

Date	Action Status	Reviewer
7/21/2014 11:36:24 AM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

 **Fwd: social security numbers**

From Wahlert, Teresa [IWD] **Date** Friday, June 01, 2012 8:44 PM
To Wilkinson, Michael [IWD]
Cc

 [image001.gif](#) (3 Kb HTML)

Who or where should she be sending this info to?
Teresa

Sent from my iPhone

Begin forwarded message:

From: "Lewis, Irma [IWD]" <Irma.Lewis@iwd.iowa.gov>
Date: June 1, 2012 7:19:19 AM CDT
To: "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>
Subject: FW: social security numbers

Would you please forward this to whomever is doing the social security report now; I know you said there were four people in that position, but if you told me specifically who was doing the social security report, I missed it; thanks

Irma

From: Richards, Vicki [IWD]
Sent: Thursday, May 31, 2012 3:19 PM
To: Lewis, Irma [IWD]
Subject: social security numbers

I have a claimant who filed her claim under the social security number [REDACTED], her name is [REDACTED] [REDACTED]. I talked to the employer who says she never worked there. They have those wages belonging to [REDACTED]. Could you check and let me know what number is correct for [REDACTED].

Thanks,

Vicki

Vicki Richards
Work Force Advisor/ Deputy 84
Iowa Workforce Development UISC
P O Box 10332
Des Moines, Iowa 50306-0332
Phone: 515-242-0409 Fax: 515-281-4057
Email: vicki.richards@iwd.iowa.gov

Life isn't about waiting for the storm to pass, it's about learning to dance in the rain.

Message: FW:

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:31:35 PM
Item ID: 40860745
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW:**

From Wallace, Edward [IWD] **Date** Thursday, May 03, 2012 9:31 PM
To Wahlert, Teresa [IWD]
Cc

Lets ask again tomorrow to know what the status is on the two reports
Social Security - last report Oct 2010
Alien Registration - last report Oct 2010

Ed Wallace
Deputy Director
Iowa Workforce Development
1000 E. Grand Ave.
Des Moines, IA 50309-0209
Office: (515) 281-5082
Fax: (515) 281-4698
Email: Edward.Wallace@iwd.iowa.gov

-----Original Message-----

From: Wilkinson, Michael [IWD]
Sent: Thursday, May 03, 2012 12:31 PM
To: Wallace, Edward [IWD]
Subject: Re:

Not yet. I have the info.

----- Original Message -----

From: Wallace, Edward [IWD]
Sent: Thursday, May 03, 2012 12:23 PM
To: Wilkinson, Michael [IWD]
Subject:

Did you send follow up on those two reports TW was interested in?

Sent from my iPhone

Message: FW: Backlog in Fraud

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:35 PM
 Item ID: 40860748
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

FW: Backlog in Fraud

From Wallace, Edward [IWD] **Date** Friday, May 04, 2012 1:25 PM
To Castillo, Lisa [IWD]
Cc Wilkinson, Michael [IWD]; Wahlert, Teresa [IWD]

 [image001.jpg](#) (3 Kb HTML)

Lisa,
Please help us find a time.

Ed Wallace
 Deputy Director
 Iowa Workforce Development
 1000 E. Grand Ave.
 Des Moines, IA 50309-0209
 Office: (515) 281-5082
 Fax: (515) 281-4698
 Email: Edward.Wallace@iwd.iowa.gov



From: Wahlert, Teresa [IWD]
Sent: Friday, May 04, 2012 1:24 PM
To: Wilkinson, Michael [IWD]
Cc: Wallace, Edward [IWD]
Subject: Re: Backlog in Fraud

Can we please discuss - maybe monday

Sent from my iPhone

On May 4, 2012, at 11:38 AM, "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov> wrote:

I apologize for the late response to your question about the two programs Irma discussed with you. Figuring out the fix is a little more difficult.

Alien Verification is a mandatory function of the UI Program. When claimants file they are asked if they are a U.S. citizen. Those that say no, are asked for the "A" number. What we are supposed to do is data enter each of those into the Systematic Alien Verification for Entitlements (SAVE) data base to determine if we have a good number and names match. We pay 50 cents for each request and VERY seldom get a bad number. Because this is time consuming and does not generate much activity and we are down staff, we chose to discontinue that process until we were more caught up. However if the Fraud unit receives a lead from an outside source or protest from an employer regarding a claimants alien status, everyone one of those are investigated. While we have not entirely stopped this function it is obviously significantly reduced. DOL has not questioned the lack of activity. Regardless, Dave and I have established an alternative method to pick up this activity again on a long-term basis, by utilizing staff in other parts of the Division. We anticipate that we will clean up the backlog and keep up with current activity in 60-75 days.

The other activity Irma referenced is the Social Security cross match. Every day every new claim filed is cross-matched against the records of the Social Security Administration. Elements matched are: given name, sir name, DOB, SSN and gender. Any element that is not a perfect match comes on a daily report. Most common non-matches are with the given name. William who files as Bill, James who files as Jim. Sir name errors are usually spaces or apostrophe, such as O'Brien or Mc Cann. The SSA does not recognize symbols or spaces within the names. On average 3 per week come back as "non-matches" and those are worked by Dave Eklund. Frequently they end up being a numerical error in the SSN itself, one number off, or a transposition. Bottom line is that this is being monitored by the manager and is another activity that could be passed along to another staff person elsewhere in the division.

The more significant issues are with the backlog of cases in Waterloo and Sioux City where we are missing investigators. When resources become available, Dave and I would look to replace investigators in those two communities as well as Des Moines.

Michael Wilkinson

Division Administrator, Unemployment Insurance Services
Iowa Workforce Development
1000 E. Grand Ave
Des Moines, IA 50319
515-281-4986
michael.wilkinson@iwd.iowa.gov

Message: reports

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:36 PM
 Item ID: 40860756
 Policy Action: Not Specified

Mark History:

Date	Action Status	Reviewer
7/21/2014 11:36:24 AM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

✉ **reports**

From Wahlert, Teresa [IWD] **Date** Wednesday, May 09, 2012 2:58 PM
To Lewis, Irma [IWD]
Cc

Hello Irma,

I have reviewed the status of the Social Security Administrative report that we discussed the other day. The operations manager has the task of completing this report, personally. You do not need to be concerned about the issues of nobody working on it.

It is just being done in a different functional area than where you work. We are around 90days in arrears in the processing of the information.

Regarding the Alien registration cross match report, we have a requirement to file this report with DOL every quarter and we have done so and are current. Again, please don't worry about this report being filed and IWD being current with DOL because we are. The responsibility of getting this work unit done has moved outside your functional area to another. That is why you have not seen it being done.

Keep me posted on other questions you may have.

Teresa Wahlert

Message: FW: reports**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:36 PM
 Item ID: 40860757
 Policy Action: Not Specified

Mark History:

Date	Action Status	Reviewer
7/21/2014 11:36:24 AM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

✉ **FW: reports**

From Wahlert, Teresa [IWD] **Date** Wednesday, May 09, 2012 2:59 PM
To Wilkinson, Michael [IWD]
Cc Wallace, Edward [IWD]

From: Wahlert, Teresa [IWD]
Sent: Wednesday, May 09, 2012 2:58 PM
To: Lewis, Irma [IWD]
Subject: reports

Hello Irma,

I have reviewed the status of the Social Security Administrative report that we discussed the other day. The operations manager has the task of completing this report, personally. You do not need to be concerned about the issues of nobody working on it. It is just being done in a different functional area than where you work. We are around 90days in arrears in the processing of the information.

Regarding the Alien registration cross match report, we have a requirement to file this report with DOL every quarter and we have done so and are current. Again, please don't worry about this report being filed and IWD being current with DOL because we are. The responsibility of getting this work unit done has moved outside your functional area to another. That is why you have not seen it being done.

Keep me posted on other questions you may have.

Teresa Wahlert

Message: RE: reports**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:36 PM
 Item ID: 40860759
 Policy Action: Not Specified

Mark History:

Date	Action Status	Reviewer
7/21/2014 11:36:24 AM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

✉ **RE: reports**

From Wahlert, Teresa [IWD] **Date** Wednesday, May 09, 2012 3:19 PM
To Lewis, Irma [IWD]
Cc

Please send the reports to Mr. Wilkinson if you receive them. That would be very helpful. We are all working on the bodies very hard right now. We are just beginning to see some of our budget levels develop.

Teresa

From: Lewis, Irma [IWD]
Sent: Wednesday, May 09, 2012 3:12 PM
To: Wahlert, Teresa [IWD]
Subject: RE: reports

I have two questions; well maybe three; who is the operations manager that is doing the social security report, Mr. Eklund:: I guess I should know who the operations manager is and do not;

Also, who is doing the alien report; please; The documents have been coming to our office and obviously should be sent to whomever is doing the report as the people in the field have been sending them to our office for quite some time and nobody told us to forward them elsewhere. Some of these people have proof of their green cards and these should be forwarded to that person

Third: I guess this means no bodies??? thanks

Irma

From: Wahlert, Teresa [IWD]
Sent: Wednesday, May 09, 2012 2:58 PM
To: Lewis, Irma [IWD]
Subject: reports

Hello Irma,

I have reviewed the status of the Social Security Administrative report that we discussed the other day. The operations manager has the task of completing this report, personally. You do not need to be concerned about the issues of

nobody working on it.

It is just being done in a different functional area than where you work. We are around 90days in arrears in the processing of the information.

Regarding the Alien registration cross match report, we have a requirement to file this report with DOL every quarter and we have done so and are current. Again, please don't worry about this report being filed and IWD being current with DOL because we are. The responsibility of getting this work unit done has moved outside your functional area to another. That is why you have not seen it being done.

Keep me posted on other questions you may have.

Teresa Wahlert

Message: FW: reports

Case Information:


Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:36 PM
 Item ID: 40860760
 Policy Action: Not Specified

Mark History:

Date	Action Status	Reviewer
7/21/2014 11:36:24 AM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

 **FW: reports**

From Wahlert, Teresa [IWD] **Date** Wednesday, May 09, 2012 3:20 PM
To Wilkinson, Michael [IWD]
Cc Wallace, Edward [IWD]

From: Wahlert, Teresa [IWD]
Sent: Wednesday, May 09, 2012 3:19 PM
To: Lewis, Irma [IWD]
Subject: RE: reports

Please send the reports to Mr. Wilkinson if you receive them. That would be very helpful. We are all working on the bodies very hard right now. We are just beginning to see some of our budget levels develop.

Teresa

From: Lewis, Irma [IWD]
Sent: Wednesday, May 09, 2012 3:12 PM
To: Wahlert, Teresa [IWD]
Subject: RE: reports

I have two questions; well maybe three; who is the operations manager that is doing the social security report, Mr. Eklund:: I guess I should know who the operations manager is and do not;

Also, who is doing the alien report; please; The documents have been coming to our office and obviously should be sent to whomever is doing the report as the people in the field have been sending them to our office for quite some time and nobody told us to forward them elsewhere. Some of these people have proof of their green cards and these should be forwarded to that person

Third: I guess this means no bodies??? thanks

Irma

From: Wahlert, Teresa [IWD]
Sent: Wednesday, May 09, 2012 2:58 PM
To: Lewis, Irma [IWD]

Subject: reports

Hello Irma,

I have reviewed the status of the Social Security Administrative report that we discussed the other day. The operations manager has the task of completing this report, personally. You do not need to be concerned about the issues of nobody working on it.

It is just being done in a different functional area than where you work. We are around 90days in arrears in the processing of the information.

Regarding the Alien registration cross match report, we have a requirement to file this report with DOL every quarter and we have done so and are current. Again, please don't worry about this report being filed and IWD being current with DOL because we are. The responsibility of getting this work unit done has moved outside your functional area to another. That is why you have not seen it being done.

Keep me posted on other questions you may have.

Teresa Wahlert

Message: Re: reports**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:36 PM
 Item ID: 40860762
 Policy Action: Not Specified

Mark History:

Date	Action Status	Reviewer
7/21/2014 11:36:24 AM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

✉ **Re: reports**

From Wahlert, Teresa [IWD] **Date** Thursday, May 10, 2012 8:22 AM
To Lewis, Irma [IWD]
Cc

That would be fine

Sent from my iPhone

On May 10, 2012, at 7:08 AM, "Lewis, Irma [IWD]" <Irma.Lewis@iwd.iowa.gov> wrote:

Are the phone calls to go to his area as well?

Irma

From: Wahlert, Teresa [IWD]
Sent: Wednesday, May 09, 2012 3:19 PM
To: Lewis, Irma [IWD]
Subject: RE: reports

Please send the reports to Mr. Wilkinson if you receive them. That would be very helpful. We are all working on the bodies very hard right now. We are just beginning to see some of our budget levels develop.

Teresa

From: Lewis, Irma [IWD]
Sent: Wednesday, May 09, 2012 3:12 PM
To: Wahlert, Teresa [IWD]
Subject: RE: reports

I have two questions; well maybe three; who is the operations manager that is doing the social security report, Mr. Eklund:: I guess I should know who the operations manager is and do not;

Also, who is doing the alien report; please; The documents have been coming to our office and obviously should be sent to whomever is doing the report as the people in the field have been sending them to our office for quite some time and nobody told us to forward them elsewhere. Some of these people have proof of their green cards and these should be forwarded to that person

Third: I guess this means no bodies??? thanks

Irma

From: Wahlert, Teresa [IWD]
Sent: Wednesday, May 09, 2012 2:58 PM
To: Lewis, Irma [IWD]
Subject: reports

Hello Irma,

I have reviewed the status of the Social Security Administrative report that we discussed the other day. The operations manager has the task of completing this report, personally. You do not need to be concerned about the issues of nobody working on it. It is just being done in a different functional area than where you work. We are around 90days in arrears in the processing of the information.

Regarding the Alien registration cross match report, we have a requirement to file this report with DOL every quarter and we have done so and are current. Again, please don't worry about this report being filed and IWD being current with DOL because we are. The responsibility of getting this work unit done has moved outside your functional area to another. That is why you have not seen it being done.

Keep me posted on other questions you may have.

Teresa Wahlert

Message: FW: Security Situation at Davenport Local**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:15 PM
 Item ID: 40861466
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW: Security Situation at Davenport Local**

From	Lewis, Devon [IWD]	Date
		Friday, August 23, 2013 8:44 PM
To	Scheetz, Beth [IWD]; Hendricksmeier, Bonny [IWD]; Wise, Debra [IWD]; Lewis, Devon [IWD]; Timberland, James [IWD]; Elder, Julie [IWD]; Donner, Lynette [IWD]; Mormann, Marlon [IWD]; Stephenson, Randall [IWD]; Wise, Steve [IWD]; Ackerman, Susan [IWD]; Nice, Terence [IWD]; Hillary, Teresa [IWD]; Seeck, Vicki [IWD]	
Cc		

FYI – I'm very thankful Vicki is okay and this went no further than it did. Please remember to review the security manual online or in the ALJ office before you go on a road trip and meet with the office manager upon your arrival to discuss security arrangements/procedures. If you have any questions or ideas for security and safety, please share them.

Thank you,
Devon



BE GREEN – Please consider the environment before printing this e-mail.

Be

From: Seeck, Vicki [IWD]
Sent: Tuesday, August 20, 2013 12:13 PM
To: Wahlert, Teresa [IWD]; Lewis, Devon [IWD]; Wise, Steve [IWD]; Hillary, Teresa [IWD]; Nice, Terence [IWD]
Cc: Witt, Michael [IWD]

Subject: Security Situation at Davenport Local

This email is to alert you to a situation that just occurred at the Davenport local on August 20, 2013. Last week I had an in person hearing that was extremely emotional. The decision was fairly easy and I sent it out the next day. The employer showed up at the local office and came directly to my office and wanted to know if I had truly read everything he submitted. I had. He was very emotional and started crying and was upset. I told him that I realized he disagreed with my decision and went over the appeals process again. He did leave but I was truly frightened by the whole thing.

I had a chance to talk to Mike Witt and he is going to tell the greeting team that no one should be allowed back to see me. What we both think happened is that the employer just walked in and since he knew where my office was he simply came to the door. Mike is a top notch manager and I don't think this will happen again. But it is a reminder to all of us to know the security procedures in place because it could potentially happen at other locals. I don't know where Terry's office is in relationship to the front door but I am copying him in so that he is aware of the situation.

Vicki

Message: CONFIDENTIAL

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:50 PM
 Item ID: 40862217
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **CONFIDENTIAL**

From Eklund, David [IWD] **Date** Thursday, March 13, 2014 2:45 PM
To Lewis, Irma [IWD]; Linnenbrink, Jonathan [IWD]; Connor, Jane [IWD]; VonBehren, Karen [IWD]
Cc

 [image001.jpg](#) (3 Kb HTML)

THIS INFORMATION CANNOT BE DISSEMINATED OR DISCUSSED OUTSIDE OF THOSE ON THIS E-MAIL.

You will hear chattering from your local offices and you will probably even be asked or "pumped" for information. You are to refrain.

Going forward we will have to ignore any OP for w/e 03/08/14 where it shows

WEEK	WK	AB	RF	ER	IN	PROCESSED						
ENDING	ST	AV	OF	CT	PR	WAGES	VACAT	HLDY	P	DATE	MODE	TIME
03/08/14	N	Y	N	9	Y	0	0	0	N	03/12/14	MANBATCH	18.10
03/01/14	N	Y	N	0	N	0	0	0	N	03/03/14	VRU	19.30
02/22/14	N	Y	N	0	N	0	0	0	N	02/25/14	VRU	07.30

AND the claimant indicates that they did not file for w/e 03/08/14 themselves. Because they did not. If a claimant states that they did file and reported wages, we have to believe them (because they probably did).

There will be those who will offer to pay the money back if they did not intend to report, or they reported wages. We can gladly accept their offer to return the benefits, with a "thank you". But we

cannot force an OP on anyone who claims they did not report.

We will not give any explanation other than: "We had technical difficulties stemming from routine maintenance" as a reason for this occurring.

The decision to manually enter this week (MANBATCH = manual batch processing) was made at the highest level of this organization and it has been made extremely clear to me, that we are not to question the decision. Again I caution you to not discuss this with other staff.

I want no response to this email. DO NOT UNDER ANY CIRCUMSTANCE forward this e-mail to anyone or there will be repercussions. Any comment should be made via the telephone or in person to me.

Thank you for your understanding and compliance.

David Eklund
Regional Operations Manager
UI Benefits Services
Iowa Workforce Development
Ph: 515/281-5792
Cell: 515/229-4482
Fax: 515/281-9033
[david.eklund@iwd.iowa.gov](mailto:david eklund@iwd.iowa.gov)

 titlegraphic

Message: Re: Backlog in Fraud

Case Information:


Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:35 PM
 Item ID: 40860747
 Policy Action: Not Specified

Mark History:

Date	Action Status	Reviewer
7/21/2014 11:36:24 AM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

 **Re: Backlog in Fraud**

From Wahlert, Teresa [IWD] **Date** Friday, May 04, 2012 1:24 PM
To Wilkinson, Michael [IWD]
Cc Wallace, Edward [IWD]

Can we please discuss - maybe monday

Sent from my iPhone

On May 4, 2012, at 11:38 AM, "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov> wrote:

I apologize for the late response to your question about the two programs Irma discussed with you. Figuring out the fix is a little more difficult.

Alien Verification is a mandatory function of the UI Program. When claimants file they are asked if they are a U.S. citizen. Those that say no, are asked for the b??Ab?? number. What we are supposed to do is data enter each of those into the Systematic Alien Verification for Entitlements (SAVE) data base to determine if we have a good number and names match. We pay 50 cents for each request and VERY seldom get a bad number. Because this is time consuming and does not generate much activity and we are down staff, we chose to discontinue that process until we were more caught up. However if the Fraud unit receives a lead from an outside source or protest from an employer regarding a claimants alien status, everyone one of those are investigated. While we have not entirely stopped this function it is obviously significantly reduced. DOL has not questioned the lack of activity. Regardless, Dave and I have established an alternative method to pick up this activity again on a long-term basis, by utilizing staff in other parts of the Division. We anticipate that we will clean up the backlog and keep up with current activity in 60-75 days.

The other activity Irma referenced is the Social Security cross match. Every day every new claim filed is cross-matched against the records of the Social Security Administration. Elements matched are: given name, sir name, DOB, SSN and gender. Any element that is not a perfect match comes on a daily report. Most common non-matches are with the given name. William who files as Bill, James who files as Jim. Sir name errors are usually spaces or apostrophe, such as Ob??Brien or Mc Cann. The SSA does not recognize symbols or spaces within the names. On average 3 per week come back as b??non-matchesb?? and those are worked by Dave Eklund. Frequently they end up being a numerical error in the SSN itself, one number off, or a transposition. Bottom line is that this is being monitored by the manager and is another activity that could be passed along to another staff person elsewhere in the division.

The more significant issues are with the backlog of cases in Waterloo and Sioux City where we are missing investigators. When resources become available, Dave and I would look to replace Investigators in those two communities as well as Des Moines.

Michael Wilkinson
Division Administrator, Unemployment Insurance Services
Iowa Workforce Development
1000 E. Grand Ave
Des Moines, IA 50319
515-281-4986
michael.wilkinson@iwd.iowa.gov

Message: Re: Backlog in Fraud**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:35 PM
 Item ID: 40860749
 Policy Action: Not Specified

Mark History:

Date	Action Status	Reviewer
7/21/2014 11:36:24 AM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

 **Re: Backlog in Fraud**

From Wahlert, Teresa [IWD] **Date** Friday, May 04, 2012 1:27 PM
To Wallace, Edward [IWD]
Cc Castillo, Lisa [IWD]; Wilkinson, Michael [IWD]

I can just visit with Mike

Sent from my iPhone

On May 4, 2012, at 1:24 PM, "Wallace, Edward [IWD]" <Edward.Wallace@iwd.iowa.gov> wrote:

Lisa,
 Please help us find a time.

Ed Wallace
Deputy Director
Iowa Workforce Development
1000 E. Grand Ave.
Des Moines, IA 50309-0209
Office: (515) 281-5082
Fax: (515) 281-4698
Email: Edward.Wallace@iwd.iowa.gov

<image001.jpg>

From: Wahlert, Teresa [IWD]
Sent: Friday, May 04, 2012 1:24 PM
To: Wilkinson, Michael [IWD]
Cc: Wallace, Edward [IWD]
Subject: Re: Backlog in Fraud

Can we please discuss - maybe monday

Sent from my iPhone

On May 4, 2012, at 11:38 AM, "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov> wrote:

I apologize for the late response to your question about the two programs Irma discussed with you. Figuring out the fix is a little more difficult.

Alien Verification is a mandatory function of the UI Program. When claimants file they are asked if they are a U.S. citizen. Those that say no, are asked for the "A" number. What we are supposed to do is data enter each of those into the Systematic Alien Verification for Entitlements (SAVE) data base to determine if we have a good number and names match. We pay 50 cents for each request and VERY seldom get a bad number. Because this is time consuming and does not generate much activity and we are down staff, we chose to discontinue that process until we were more caught up. However if the Fraud unit receives a lead from an outside source or protest from an employer regarding a claimants alien status, everyone one of those are investigated. While we have not entirely stopped this function it is obviously significantly reduced. DOL has not questioned the lack of activity. Regardless, Dave and I have established an alternative method to pick up this activity again on a long-term basis, by utilizing staff in other parts of the Division. We anticipate that we will clean up the backlog and keep up with current activity in 60-75 days.

The other activity Irma referenced is the Social Security cross match. Every day every new claim filed is cross-matched against the records of the Social Security Administration. Elements matched are: given name, sir name, DOB, SSN and gender. Any element that is not a perfect match comes on a daily report. Most common non-matches are with the given name. William who files as Bill, James who files as Jim. Sir name errors are usually spaces or apostrophe, such as O'Brien or Mc Cann. The SSA does not recognize symbols or spaces within the names. On average 3 per week come back as "non-matches" and those are worked by Dave Eklund. Frequently they end up being a numerical error in the SSN itself, one number off, or a transposition. Bottom line is that this is being monitored by the manager and is another activity that could be passed along to another staff person elsewhere in the division.

The more significant issues are with the backlog of cases in Waterloo and Sioux City where we are missing investigators. When resources become available, Dave and I would look to replace Investigators in those two communities as well as Des Moines.

Michael Wilkinson
Division Administrator, Unemployment Insurance Services
Iowa Workforce Development
1000 E. Grand Ave
Des Moines, IA 50319
515-281-4986
michael.wilkinson@iwd.iowa.gov

Message: Re: Backlog in Fraud**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:35 PM
 Item ID: 40860754
 Policy Action: Not Specified

Mark History:

Date	Action Status	Reviewer
7/21/2014 11:36:24 AM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

 **Re: Backlog in Fraud**

From Wahlert, Teresa [IWD] **Date** Monday, May 07, 2012 9:22 PM
To Wilkinson, Michael [IWD]
Cc

I need to discuss on Wednesday?

Sent from my iPhone

On May 4, 2012, at 11:38 AM, "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov> wrote:

I apologize for the late response to your question about the two programs Irma discussed with you. Figuring out the fix is a little more difficult.

Alien Verification is a mandatory function of the UI Program. When claimants file they are asked if they are a U.S. citizen. Those that say no, are asked for the b??Ab?? number. What we are supposed to do is data enter each of those into the Systematic Alien Verification for Entitlements (SAVE) data base to determine if we have a good number and names match. We pay 50 cents for each request and VERY seldom get a bad number. Because this is time consuming and does not generate much activity and we are down staff, we chose to discontinue that process until we were more caught up. However if the Fraud unit receives a lead from an outside source or protest from an employer regarding a claimants alien status, everyone one of those are investigated. While we have not entirely stopped this function it is obviously significantly reduced. DOL has not questioned the lack of activity. Regardless, Dave and I have established an alternative method to pick up this activity again on a long-term basis, by utilizing staff in other parts of the Division. We anticipate that we will clean up the backlog and keep up with current activity in 60-75 days.

The other activity Irma referenced is the Social Security cross match. Every day every new claim filed is cross-matched against the records of the Social Security Administration. Elements matched are: given name, sir name, DOB, SSN and gender. Any element that is not a perfect match comes on a daily report. Most common non-matches are with the given name. William who files as Bill, James who files as Jim. Sir name errors are usually spaces or apostrophe, such as Ob??Brien or Mc Cann. The SSA does not recognize symbols or spaces within the names. On average 3 per week come back as b??non-matchesb?? and those are worked by Dave Eklund. Frequently they end up being a numerical error in the SSN itself, one number off, or a transposition. Bottom line is that this is being monitored by the manager and is another activity that could be passed along to another staff person elsewhere in the division.

The more significant issues are with the backlog of cases in Waterloo and Sioux City where we are missing investigators. When resources become available, Dave and I would look to replace Investigators in those two communities as well as Des Moines.

Michael Wilkinson
Division Administrator, Unemployment Insurance Services
Iowa Workforce Development
1000 E. Grand Ave
Des Moines, IA 50319
515-281-4986
michael.wilkinson@iwd.iowa.gov

Message: RE: Follow up

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:45 PM
Item ID: 40862091
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: Follow up**

From Eklund, David [IWD] **Date** Friday, March 07, 2014 2:07 PM
To Saddoris, Michelle [IWD]
Cc

 [image001.jpg](#) (4 Kb HTML)

Who gets stabbed at work?
Sounds like a scam artist extraordinaire. I should know, we have several here.
If the LOI will work, it would lessen the OP. Proceed.
Thanks

From: Saddoris, Michelle [IWD]
Sent: Friday, March 07, 2014 1:52 PM
To: Eklund, David [IWD]
Subject: Follow up

The woman that called the gov's office about her DC – the one Carmen wanted me to waive her fee ... she's back.


Turns out Terryne denied her yesterday ... in essences, setting up a \$680 ovpy.

If you read the bold type ... first line of Terryne's claimant statement ... uh huh.
So.

Options ... since a card hasn't been issued yet despite the claimant being instructed to on 022414 ... I can request an LOI on the DC funds and get those back.
I'd set up with the A&A ovpy first of course.

Or, we can just let it run its course ... however ... again referencing Terryne's first line ... it may not be easy to get funds back if the decision stands.

Sorry. It's taking everything in my power not to DIE laughing.

 Description: IWD Logo

Michelle Saddoris

Workforce Advisor

ACH/Debit Card Coordinator, BPC

150 Des Moines Street

Des Moines, IA 50309

Phone: (515) 242-0482

Fax: (515) 242-0495

<http://www.iowaworkforce.org/>

Message: RE: Meeting at 10:30**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:36 PM
 Item ID: 40860765
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Meeting at 10:30

From Adams, Lori [IWD] **Date** Thursday, May 17, 2012 2:13 PM
To Wahlert, Teresa [IWD]
Cc

Checked with the staff who work with alien labor, including but not limited to MSFW. They believe that there would be resistance. Marco Adasme recently attended the MAFO conference in San Antonio, where we learned that we are supposed to be getting paid for doing the required housing inspections of farm workers. Barbara Bobb is tracking down how to access those funds. IWD is mandated to do housing inspections without a fee. What is IDPH's fee supposed to cover?

Lori Adams, CPM
 Division Administrator, Workforce Services
 Iowa Workforce Development
 1000 East Grand Avenue
 Des Moines IA 50319
 Phone: (515) 281-9322
 Fax: (515) 281-4698
 Cell: (515) 418-5058
 Email: Lori.Adams@iwd.iowa.gov



Please consider the environment before printing this e-mail.

From: Wahlert, Teresa [IWD]
Sent: Thursday, May 17, 2012 1:09 PM
To: Adams, Lori [IWD]
Subject: Fwd: Meeting at 10:30

?

Sent from my iPhone

Begin forwarded message:

From: "Miller-Meeks, Mariannette [IDPH]" <Mariannette.Miller-Meeks@idph.iowa.gov>
Date: May 17, 2012 10:55:25 AM PDT
To: "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>
Subject: Re: Meeting at 10:30

I am sorry. We meaning IDPH would assess a fee to process the application. Given your relationships with them, do you think there would be a great deal of resistance?

Dr. Miller-Meeks
 Director, Iowa Department of Public Health

On May 17, 2012, at 10:35 AM, "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov> wrote:

Sent from my iPhone

Begin forwarded message:

From: "Adams, Lori [IWD]" <Lori.Adams@iwd.iowa.gov>
Date: May 17, 2012 4:11:09 AM PDT
To: "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>
Subject: Re: Meeting at 10:30

I don't know about their ability to assess fees but I am sure IWD cannot. We have to do housing inspections. My only concern would be to ensure the cost of the inspection would not be somehow passed down to the workers.

Sent from my iPhone

On May 16, 2012, at 10:48 PM, "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov> wrote:

Ideas?

Sent from my iPhone

Begin forwarded message:

From: "Miller-Meeks, Mariannette [IDPH]" <Mariannette.Miller-Meeks@idph.iowa.gov>
Date: May 16, 2012 8:21:50 PM PDT
To: "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>
Subject: Re: Meeting at 10:30

No worries. I was asking whether it would be feasible to charge a fee to process the applications for migrant labor camps? It would not be much, probably tiered according to #'s of laborers and to cover the occasional inspection.

Thank you,
Mariannette

Dr. Miller-Meeks
Director, Iowa Department of Public Health

On May 16, 2012, at 10:13 PM, "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov> wrote:

I know I told you I would get you some information at our meeting. Please tell me again what I am gathering for you?

Just too many things going on I guess!

Teresa

Sent from my iPhone

On May 11, 2012, at 8:26 AM, "Miller-Meeks, Mariannette [IDPH]" <Mariannette.Miller-Meeks@idph.iowa.gov> wrote:

Teresa

I have to go to the Governor's office for about 2 minutes, so I will arrive around 10:40. Please excuse.

Mariannette

Dr. Miller-Meeks
Director, Iowa Department of Public Health

This email message and its attachments may contain confidential information that is exempt from disclosure under Iowa Code chapters 22, 139A, and other applicable law. Confidential information is for the sole use of the intended recipient. If you believe that you have received this transmission in error, please reply to the sender, and then delete all copies of this message and any attachments. If you are not the intended recipient, you are hereby notified that any review, use, retention, dissemination, distribution, or copying of this message is strictly prohibited by law.

This email message and its attachments may contain confidential information that is exempt from disclosure under Iowa Code chapters 22, 139A, and other applicable law. Confidential information is for the sole use of the intended recipient. If you believe that you have received this transmission in error, please reply to the sender, and then delete all copies of this message and any attachments. If you are not the intended recipient, you are hereby notified that any review, use, retention, dissemination, distribution, or copying of this message is strictly prohibited by law.

This email message and its attachments may contain confidential information that is exempt from disclosure under Iowa Code chapters 22, 139A, and other applicable law. Confidential information is for the sole use of the intended recipient. If you believe that you have received this transmission in error, please reply to the sender, and then delete all copies of this message and any attachments. If you are not the intended recipient, you are hereby notified that any review, use, retention, dissemination, distribution, or copying of this message is strictly prohibited by law.

Message: FW: State of Iowa - 140069**Case Information:**


Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:43 PM
Item ID: 40862016
Policy Action: Not Specified

Mark History:


No reviewing has been done

Policies:

No Policies attached

 **FW: State of Iowa - 140069**

From Wilkinson, Michael [IWD] **Date** Monday, March 03, 2014 6:08 PM
To Stalker, Teresa [IWD]; French, Mark [IWD]
Cc Hommer, Kathryn [IWD]

 [130794_St of Ia Facts.pdf](#) (749 Kb HTML)  [201401170950.pdf](#) (111 Kb HTML)

Mark, we are working on modifications to both the English and Spanish version. Please leave the Spanish version on line. It is all we have at the moment.

From: Stalker, Teresa [IWD]
Sent: Monday, March 03, 2014 9:24 AM
To: Wilkinson, Michael [IWD]
Cc: French, Mark [IWD]
Subject: FW: State of Iowa - 140069

Can you reply to Mark French concerning below? Since I have a new tower, I'm not sure if I can do any updating on the website. Thanks.

From: French, Mark [IWD]
Sent: Monday, March 03, 2014 9:17 AM
To: Stalker, Teresa [IWD]
Subject: FW: State of Iowa - 140069

This page needs to be updated:
<http://wdm3ap04/ui/guide.htm>

The Spanish version is also out of date and I need to know if it should remain or temporarily removed.
Thanks!

Mark French
Information Technology LAN Infrastructure Team
Iowa Workforce Development
1000 East Grand Avenue
Des Moines, Iowa 50319-0209
Email: Mark.French@iwd.iowa.gov
Telephone: (515) 242-0057

Iowa Workforce Development Family of Sites:
<http://www.iowaworkforce.org>
<http://www.iowaworks.org>
<http://www.iowajobs.org>

<http://www.youthforiowa.org>

From: Roovaart, Michelle [IWD]
Sent: Monday, March 03, 2014 7:23 AM
To: Hommer, Kathryn [IWD]; Johnson, Brei [IWD]
Cc: French, Mark [IWD]; Goode, JoAnn [IWD]
Subject: FW: State of Iowa - 140069

Brei and Katie,

Do we have someone updating the Spanish version of the Facts for Workers booklet? Mark French, I think had some inquiries and I didn't know if we have forwarded this on for the Spanish translation.

Thank You

- [Image 1](#)
- [Image 2](#)
- [Image 3](#)
- [Image 4](#)
- [Image 5](#)
- [Image 6](#)
- [Image 7](#)
- [Image 8](#)
- [Image 9](#)
- [Image 10](#)
- [Image 11](#)
- [Image 12](#)
- [Image 13](#)
- [Image 14](#)
- [Image 15](#)
- [Image 16](#)
- [Image 17](#)
- [Image 18](#)
- [Image 19](#)
- [Image 20](#)
- [Image 21](#)
- [Image 22](#)
- [Image 23](#)
- [Image 24](#)
- [Image 25](#)
- [Image 26](#)
- [Image 27](#)
- [Image 28](#)

Image 1

IOWA WORKFORCE DEVELOPMENT
P .O. Box 10332
Des Moines, Iowa 50306-0332

IMPORTANT INFORMATION THAT COULD AFFECT YOUR BENEFITS

Image 2

Facts About Unemployment Insurance
2013 - 2014

Iowa Workforce Development

The Purpose of This Handbook1

What Is Unemployment Insurance1

Eligibility Requirements.....1

How to Apply for Benefits2

How Much You Can Receive and How It Is Determined3

What Are the Wage Requirements4

When Will You Get Paid4

How a Part-Time Job Affects Your Benefits4

Self-Employment.....5

What Can Be Deducted From Your Benefits Other Than Wages5

What Are the Work Search Requirements.....5

Eligibility Review6

Re-Employment Services — Profiling6

What Wage You Must Accept7

What Does Able and Available for Work Mean7

You Can Go to School and Still Be Eligible.....7

How to Claim Benefits Each Week8

How to Determine the Status of Your Claim and When You Will Be Paid10

How to Get Paid10

How to Reactivate Your Claim11

What Happens When Your Claim Is Protested14

If You Are Denied Benefits, Can You Appeal15

What If You Are Overpaid15

Are Benefits Taxable16

Using Wages Earned in Another State, the Military or the Federal Government16

If You Move Out of Iowa, May You Claim Benefits Using Your Iowa Wages16

The Quality Control Program17

Release of Information17

Are There Any Other Benefit Programs17

When Benefits Are Exhausted17

Fraud17

Equal Opportunity Is the Law.....17

Work Record18

Record Of Work Search19

Tax Withholding Agreement Form 60-036021

Direct Deposit Agreement Form 60-035123

IowaWORKS Center Directory..... Inside Back Cover

Image 3

1

The Purpose of This Handbook

This handbook will answer most questions about your claim for unemployment insurance and help you avoid problems, delays, or improper payments. It explains your rights and responsibilities while claiming unemployment insurance benefits. ***It is your responsibility to read and know the contents of this handbook.***

This handbook contains general information only and does not have the force and effect of law, rule or regulation. Any questions concerning registration for work should be directed to the nearest IowaWORKS Center. Out of state claimants should register for work through the public employment office in their state of residence.

What Is Unemployment Insurance

Warning: Do not provide your Social Security Number or other personal information over the telephone unless they can verify they are an Iowa Workforce Development employee.

Unemployment insurance is like home or car insurance except **you do not pay any part of the cost.**

Unemployment insurance is paid entirely by employers who are covered by the Iowa Employment Security Law.

Unemployment insurance is not based on need; it provides temporary benefits for people who are:

- Unemployed or working reduced hours through no fault of their own.
- Able to work and available for work.
- Actively looking for work (unless waived).

The intent is to pay benefits to eligible claimants during periods of unemployment when suitable work is not available. You must meet certain eligibility requirements set by law. This handbook briefly explains these conditions.

If you do not expect to be recalled to your job, it is your responsibility to register for work at an IowaWORKS Center or public employment office in your state.

Failure to register for work can result in a disqualification for benefits.

You may register for work on-line at <http://www.iowaworkforce.org>. If you do not have

access to the Internet, you will need to go into your nearest IowaWORKS Center or employment office in your state of residence to register for work in person.

IowaWORKS Centers can provide information about job openings, testing, counseling, job training programs and job-seeking skills.

Eligibility Requirements

To Be Eligible for Benefits You Must:

1. Be totally or partially unemployed.
2. Have worked and earned a certain amount of wages in work covered by unemployment insurance in the last 15 to 18 months.
3. Have lost your job through no fault of your own.
4. Be able to work and available for work.
5. Be actively seeking work by in-person contacts

with employers, unless approved to send résumés by Iowa Workforce Development.

Work search may be waived if you meet certain criteria.

6. Be registered for work unless waived.

7. Keep a record of your work search contacts in

the back of this book and provide a copy of your work search contacts on the Work Search History form upon request.

8. Report any job offers or referrals that you have

refused when you file your weekly-continued claim.

9. Report if you quit or are fired from any job while claiming benefits.

10. Notify Iowa Workforce Development if for any

reason you move or leave the area for more than three working days.

11. **Report all earnings before deductions when earned, not when paid.** Report any vacation,

severance or holiday pay. Contact Iowa Workforce Development if you are receiving Workers Compensation or any other type of pay that may be deductible.

12. Notify Iowa Workforce Development if you are

currently enrolled or start school.

13. Notify Iowa Workforce Development if you are receiving a private pension or workers'

compensation.

IMPORTANT

If you are required to look for work, you **must** keep a record of your work search contacts. If requested, you may be required to provide a copy of your contacts. You must do this even if you claim benefits for just one week or have returned to work.

Image 4

2

14. Understand that if it becomes necessary for Iowa Workforce Development to conduct a fact-finding interview to determine your eligibility for benefits, you will be mailed a notice with the date and time of the factfinding interview.

15. Understand that if a decision on any issue of your eligibility for unemployment insurance is

appealed, your claim becomes **public record**.

16. Understand that UI benefits are fully taxable income for federal and state income taxes.

Requirements exist pertaining to estimated tax payments. (Ask your tax preparer, the IRS, or state revenue department if you have questions).

17. Understand that you may choose to have

income taxes withheld from your benefit payment and that you may change the withholding choice.

18. Understand that attempting to claim and receive benefits fraudulently can result in loss of benefits, repayment of benefits, fines and/or imprisonment.

How to Apply for Benefits

There are several ways to apply for benefits.

- If you have access to the Internet, you can use our on-line system to apply for unemployment

insurance benefits at

<http://www.iowaworkforce.org>.

- You may also visit your nearest IowaWORKS Center and use a computer there to apply for

unemployment insurance benefits.

- You may visit one of the many Access Points to apply for unemployment insurance benefits. Each Access Point has a Virtual Desktop with a

Virtual Desktop Guide. Together they contain resources and tools to help you file your application for benefits and to help you register for work.

You may chat with a customer service representative if you have questions, search for jobs, and explore employment services provided at IowaWORKS One Stop Center locations, in addition to other helpful services.

- If your employer is participating in employer-

filed claims, your employer may file your application on your behalf.

Note: The online claim application currently cannot be accessed using WebTV, PDAs, handheld computers,

smart phone, and similar systems.

Please remember that regardless of the method used to file your application, your claim will be made effective the Sunday of the week in which your application was filed and you must report your continued claim each week to certify your eligibility.

To file, you will need the following information:

- Your Social Security number;
- The name, address and telephone number of your most recent employer, and the beginning

and ending dates you worked for that employer;

- An Alien Registration number, if you are not a U.S. citizen;
- A DD-214 (Member 4), if you served in the U.S.

military during the last 18 months;

- An SF-8 form, if you worked for the federal government in the last 18 months;
- The name(s) of anyone you will be claiming as a

dependent, up to a maximum of four;

- The amount your spouse earned in the preceding week, if you want to claim your spouse as a dependent (must be \$120 or less

to be claimed).

Monetary Record

After you file your claim, you will be mailed a form called the Monetary Record. This form will show:

- The beginning date of your claim.
- Your four-quarter base period.
- The gross wages paid to you in the base period by each employer that is covered by unemployment insurance.
- Your weekly benefit amount (WBA) if your earnings were high enough to qualify.
- Your maximum benefit amount (MBA).

Carefully examine the information on the Monetary Record and contact Iowa Workforce Development or send a letter appealing the Monetary Record if you believe the earnings or employers shown are not correct. If available, send copies of your check stubs, W-2 forms or other proof of earnings.

Benefit Year

When you file a claim, you begin a benefit period of one year from the effective date of your claim. You may file for weeks you are unemployed within the benefit year until you have received your maximum benefit amount (MBA).

At the end of your benefit year your claim will end,

Image 5

3

even if you have not claimed all of your benefits. If you exhaust your MBA prior to the end of your benefit year, you must wait until the end of the benefit year before you can file a new claim. If you file a new claim at the end of your benefit year, you may use your lag quarters from your prior claim that are in the new claim's base period.

Note: To receive benefits on a new claim, you must have worked in a job covered by unemployment insurance after the filing of your previous benefit year claim and have been paid gross wages of at least \$250.

How Your Social Security Number Is Used

Your Social Security number is used:

- For processing your unemployment insurance claim;
- To match with Social Security Administration records to verify your identity;
- To report unemployment benefit payments to the Internal Revenue Service (IRS) and to the Iowa Department of Revenue as taxable income;
- To detect fraud in federal and state programs;
- For child support enforcement purposes;
- To verify eligibility for unemployment benefits and public assistance.

Wage, benefit, and other information under your social security number may be exchanged with other agencies that administer federally assisted programs.

Warning: Do not provide your Social Security Number

or other personal information over the telephone unless they can verify they are an Iowa Workforce Development employee.

How Much You Can Receive and How It Is Determined

Weekly Benefit Amount (WBA)

In Iowa, your weekly benefit amount is determined by your gross wages from all covered employers in the high quarter (HQ) of your base period and by the number of dependents you claim. The minimum and maximum WBAs change each year for new claims filed after the first Sunday in July. A WBA schedule is available upon request at your nearest IowaWORKS Center.

Your WBA is calculated by the following:

If you have (for program year 7/01/2013 – 6/30/2014):

- **0 dependents**, your WBA is 1/23 of your HQ with a **maximum of \$408**
- **1 dependent**, your WBA is 1/22 of your HQ

with a **maximum of \$424**

- **2 dependents**, your WBA is 1/21 of your HQ with a **maximum of \$439**
- **3 dependents**, your WBA is 1/20 of your HQ

with a **maximum of \$462**

- **4+ dependents**, your WBA is 1/19 of your HQ with a **maximum of \$500**

Example: If your HQ earnings are \$9,042 and you have one dependent, your WBA is \$411 ($\$9,042/22 = \411).

Maximum Benefit Amount (MBA)

The most you can receive during your benefit year is **26 times** your weekly benefit amount (WBA) or **one-third** of your total base-period wages, **whichever is less**.

Exception: If you are unemployed due to your **employer closing** at the location where you were last employed, your maximum benefit amount (MBA) **may be increased to 39 times your WBA** or **one-half** your total base-period wages, **whichever is less**. However, your **WBA does not change** due to a closing.

Dependents

Since dependents affect the weekly benefit amount you will receive, it is important you report the correct number of qualifying dependents when you file your

application. The following may be claimed as dependents, **if you meet certain criteria.**

Spouse, if he/she did not work or worked and earned \$120 or less in gross wages during the calendar week prior to the effective date of your claim (exclude selfemployment income). An individual cannot claim a spouse as a dependent if the spouse has listed the claimant as a dependent on a current claim.

Children (or others), only if you are allowed to claim them under federal income tax guidelines and you claimed them this past tax year or will claim them in the current tax year.

Note: A maximum of four dependents is allowed. **You cannot claim yourself as a dependent.** Dependents cannot be used if someone else has claimed them on a current unemployment claim and the claim has not expired. Ask for more detailed information if you are unsure whether or not you can claim a dependent.

Image 6

4

Image 7

5

for a week, your benefit payment would be reduced by \$34 (\$130 minus \$96 = \$34 reduction) and your benefit amount for that week would be \$351 (\$385 minus \$34).

Each week you claim benefits, **you must report your gross wages (before deductions)** from any job **when you earn them, not when you are paid**, even if the total is less than 25 percent of your WBA. Wages must be reported on a calendar week (Sunday through

Saturday) regardless of the workweek used by your employer. There is a **Work Record** form in the back of this handbook to help you determine weekly earnings. **If your gross earnings equal or exceed your WBA plus \$15, you will not receive any payment for that week.**

Note: While working part-time you must continue to

look for work and be able and available for your regular type of work. The goal is to return to similar or better pay and hours you had prior to filing your UI claim.

Self-Employment

Income from self-employment is not considered wages and is not deducted from unemployment insurance benefits. However, you must still meet the eligibility requirements of being able, available and actively looking for work and willing to accept suitable work. If it is determined your self-employment prevents you from accepting suitable work, you may be disqualified due to being unavailable for work.

What Can Be Deducted From Your Benefits Other Than Wages

- Vacation pay: 100 percent deductible as reported by your employer.
- Holiday pay: Deductible as wages (see section How a Part-Time Job Affects Your Benefits).
- Severance pay, dismissal/termination pay, separation allowance, wages in lieu of notice:

100 percent deductible.

- Temporary disability pay under workers' compensation: 100 percent deductible.
- Tips, gratuities, commissions, bonuses, and

incentive pay earned while claiming benefits:

Deductible as wages (see section How a PartTime Job Affects Your Benefits).

- Private or government pension, or other similar

periodic payment that is based on previous work with a base-period employer: Deductible based on the percentage of the employer's contribution.

- Cash value of housing or rent provided by your

employer as all or part of your wages.

All deductible items are not listed. If you have a

question about whether a certain item is deductible from your benefits, contact Iowa Workforce Development for a determination. **Failure to report a deductible item can result in an overpayment, which you will be required to repay.**

Child Support

By law, Iowa Workforce Development is required to

deduct and withhold up to a maximum of 50 percent of your weekly benefit amount (before voluntary withholding of income taxes, but after any deductible earnings) **when requested** by the Department of Human Services Child Support Recovery Unit for child support payments. You will receive a written decision from Iowa Workforce Development if this deduction has been requested. Any **questions** should be directed to the **local child-support agency**.

What Are the Work Search Requirements

Everyone is required to make a **minimum of two job contacts** each week unless otherwise specified by Iowa Workforce Development. This is waived if you are temporarily unemployed and expect to be recalled by your former employer in a reasonable period of time. This will be determined each time you file a claim.

- You must make contacts, even if you are working part-time.
- Your job contacts must be made between Sunday and Saturday of the week you are

claiming benefits. You may make your job contacts in person, by Internet, by on-line applications, mail, or faxing resumes.

Telephone calls are not acceptable.

- Your work search must be a reasonable and

honest effort to find suitable work and you must be willing to accept a reasonable wage in your area for the job for which you are applying.

- Repeat or follow-up work searches may be

made to the same employer after six weeks from the initial contact.

You are **required** to keep a record of your job contacts.

You need to include:

- The date of the contact
- Company name
- Company address and telephone number, and
- The name of the person you contacted.

It is suggested that you keep this record on the Work Search form provided at the end of this handbook. You are also **required** to provide a copy of this information upon request.

Image 8

6

You may be denied benefits already paid if you fail to:

- Make weekly work searches
- Keep a record of those work searches
- Submit the Work Search History form upon

request

You will be required to repay any overpayment of benefits that you receive.

Résumés may be accepted as employer contacts if this is the customary means for you to secure employment in your regular occupation. You must be pre-approved by Iowa Workforce Development to apply in this manner. Résumés must be sent to an employer by mail, fax, on-line or in person, not just a post office box number. You must keep a record of the employers to whom you sent a résumé and, upon request, provide that information on the Work Search History form.

Exceptions

The **work search** may be **waived** if you are **temporarily unemployed** and expect to be recalled by your former employer in a reasonable period of time. This will be determined at the time you complete your application for a new claim or apply to reactivate an existing claim. You will be informed if your work search is waived. You must still be able and available for work with your regular employer and still may be required to accept other suitable offers of work. If your employer changes your temporarily

unemployed status, you must notify Iowa Workforce Development and register for work. Failure to do so could result in disqualification and possible overpayment that will have to be repaid.

If you are in **school or a training program**, the **work search** may be **waived**. This schooling or training must be **approved** by Iowa Workforce Development in

advance for the work search to be waived.

Union members who normally get a job through a **union hiring hall** are required to contact the hiring hall

once each week to satisfy their work search requirement.

Note: If your work search requirements change during your benefit year, you will receive a notice from Iowa Workforce Development.

Eligibility Review

If you are required to make a work search, you may be called into your local IowaWORKS Center to review your work search. If an issue arises that could result in termination of your benefits, you may request three working days to prepare prior to giving a statement.

You also will be given an overview of placement services available at your local IowaWORKS Center. These services are to assist you in becoming reemployed. You may be asked to return to the local IowaWORKS Center to utilize the services available for your job search.

The Eligibility Review program is required by the Federal government to ensure you are following the correct procedures to become re-employed and are not placing unrealistic restrictions or barriers to becoming employed. **Failure to respond to a call-in could result in a disqualification of benefits.**

RE-EMPLOYMENT SERVICES — PROFILING

Profiling is done in the first five weeks of your claim by looking at certain factors such as previous occupation, previous industry, education, duration of employment, wages, etc.

If selected, your participation is mandatory since it is a condition of eligibility for unemployment insurance benefits.

If you have been selected to participate in one of our re-employment services programs such as the Reemployment Orientation Workshop (RES), Reemployment Eligibility Assessment (REA) or Emergency Unemployment Compensation (EUC) REA, you will receive a letter outlining which service you have been selected to participate in, where you should report, and what documents you will need to bring when you report. All of these services are designed to assure you are fully registered for work through Iowa Workforce Development and to provide you with customized reemployment services.

Some examples of re-employment services are:

- assistance with completing on-line applications

- résumé writing and cover letter assistance
- interview preparation
- effective networking and skills assessments
- labor market information
- development of an employment plan and

referral to training and educational programs

- information provided on Skilled Iowa internship opportunities

Recent studies done by the U.S. Department of Labor found that people who received re-employment services returned to work earlier than people who did not receive services.

Image 9

7

What Wage You Must Accept Suitable Work

You are required to seek and accept suitable work. If the wage of a job offer is significantly below what you averaged at the job you held prior to filing for benefits, the job offer may be considered unsuitable.

Iowa Workforce Development calculates your gross average weekly wage (AWW) by using the high quarter of your base period and dividing it by 13, the number of weeks in a quarter. A **job offer** is considered **not suitable** if the wages are **below the following percentages of your AWW:**

- 100% if work is offered during the first five weeks of your claim.
- 75% if work is offered during the sixth through the 12th weeks of your claim.
- 70% if work is offered during the 13th through

18th weeks of your claim.

- 65% if work is offered after the 18th week of your claim. **However**, you are not required to accept employment below the federal or state

minimum wage.

Example: Your high quarter (HQ) earnings during your base period were \$5,200, so your average weekly wage (AWW) is calculated at \$400 per week (\$5200 divided by 13). Your AWW of \$400 per week equals \$10 per hour, assuming 40 hours a week.

If you are offered work that will pay \$280 per week gross (\$7 per hour at 40 hours per week) and you have been claiming benefits for nine weeks when the offer was made, the job offer is considered NOT suitable because it is below 75% of your AWW.

Other factors are used to determine suitability of work. If you turn down any job offer or referral, you are required to notify Iowa Workforce Development. Ask for more information if you are considering turning down a job offer or referral to a job.

New Employment or Job Offer

When you start a new job (full or part-time) after applying for unemployment, please notify Iowa Workforce Development. If you are working full-time, you should discontinue calling in your weekly continued claim.

If you are working part-time, report your wages when earned and not when paid.

If you have accepted a **job offer**, you need to continue to look for work until the job actually starts if you want to continue to claim benefits. Many job offers are

subject to passing a reference check, physical, drug screen or other work tests. Some offers are rescinded by the employer because of unforeseen cutbacks or because the person who was leaving decided not to leave after all. You also could find a temporary job before the new job starts or find a better job and turn down the first offer.

What Does Able and Available for Work Mean
You must be physically able to work during any week you are claiming benefits. If you are ill, on vacation, injured, on medical leave, or unable to work for any reason, you will not be eligible for benefits.

You are required to report any condition that would prevent you from working, accepting work, or seeking work.

This includes, but is not limited to:

- Illness, injury, hospitalization (You may be required to provide evidence of your ability to

work, such as a doctor's statement)

- Incarceration
- School attendance
- Out of town or on vacation
- Loss of child care or transportation.

You Can Go to School and Still Be Eligible Department Approved Training (DAT)

You may receive benefits if you are attending school or a training course if approved by Iowa Workforce Development.

You must make a written application for DAT on the form provided by Iowa Workforce Development. If available when you apply for benefits, provide the name of the school, type of training, class schedule, and the beginning and ending dates of training.

Most requests for DAT will be approved if the training has a substantial curriculum. Approval or denial is always in writing and you may appeal if you are denied. **While attending approved training, you do not have to be available for work or search for work to continue to be eligible for benefits.** However, if you stop training for any reason, you must notify Iowa Workforce Development and must immediately search for work as instructed.

Training Extension Benefits (TEB)

Training extension benefits are an additional 26 weeks of benefits available to individuals:

- Who meet the eligibility requirements for

unemployment benefits,

- Who are laid-off or voluntarily separated from

Image 10

8

a declining occupation or involuntarily separated as a result of a permanent reduction of operations at the individual's last place of employment.

In addition to the above requirements:

- your training must be for an occupation that is

considered to be a High Demand Occupation (HDO) as defined by Iowa Workforce Development, or

- a high-tech occupation or training approved

under the Workforce Investment Act (WIA), or

- you must be working towards a GED in an approved program

Application for these training extension benefits (TEB) must be submitted before the end of the benefit year of the UI claim. TEB is only payable after all payments on regular and extension unemployment insurance benefits are exhausted and is only available to individuals who are attending a Department Approved Training program meeting the above requirements.

How to Claim Benefits Each Week

Each week you are unemployed and want to claim benefit payments, you **must** certify that you:

- Are unemployed or working reduced hours;
- Are able and available for work;
- Have not refused any job offers or referrals to a job;
- Are actively looking for work (unless waived);

and

- Are reporting any pay or private pension you may be receiving

This is done **each** week on-line using the continued claims web application or by telephone using the Interactive Voice Response (IVR) unit.

Continued Claim Web Reporting

You may file your weekly-continued claim on-line at <https://uiclaims.iwd.iowa.gov/weeklyclaims>. You will be presented your eligibility questions.

Touch-Tone Telephone Reporting

To file your weekly-continued claim by telephone, just call the continued claims reporting system at (800) 8505627. An Interactive Voice Response unit (IVR) will answer and a prerecorded voice will ask you the eligibility questions. You answer **yes** by pressing number **1** and **no** by pressing number **2**.

Some questions will instruct you to enter the pound key (#) at the end of your answer. Many of your answers will be repeated to you by the computer

system to make sure the information is correct. If it is not, you will be instructed on how to change your answer. The average length of time to file your continued claim by telephone is about three minutes.

Important: If you get disconnected, hang up, or close out before the system tells you that your claim has been accepted, you will have to log in or call again to successfully file your continued claim.

The current week is the week that just ended on Saturday. Continued claims filed on Saturday, Sunday, or Monday is processed at the end of the day on Monday.

Telephone lines are very busy on Saturday afternoon. Therefore, we suggest you file on-line or call late on Saturday or on Sunday or Monday to avoid a busy signal.

If you miss calling in for just one week, the system will allow you to file one back week and the current week during the same phone call.

Personal Identification Number (PIN)

The on-line continued claims application and the IVR system for filing your weekly-continued claim or reactivating an existing claim require you to enter a four-digit personal identification number (PIN). Your PIN protects you from having another person file your claim or obtain information about your claim.

You will select your own PIN the first time you call in or log in on-line to report your weekly-continued claim.

Be sure to select a PIN that will be easy to remember, since you must use the same PIN each time you log in or call to file your weekly-continued claim or reactivate an existing claim. Do not use the repeated numbers (such as 1111 or 3333) or numbers in sequence (such as 1234).

Note: In some cases you will need to select a new PIN the first time you log in or call in your continued claim after reactivating an existing claim.)

You, the claimant, are responsible for the answers to the questions presented by the on-line web application and the IVR system so be sure you keep your PIN number secure.

Hours You Can Submit Your Weekly Claim

10:00 a.m., Saturday to 11:30 p.m., Sunday
or
8:00 A.M. to 8:00 P.M., Monday through Thursday
8:00 A.M. to 7:00 P.M., Friday

Image 11

9

It is not permissible for any other individual to file your weekly-continued claim for you. Do not share your PIN with anyone.

If you forget your PIN or you think someone else knows your PIN, report this immediately to Iowa Workforce Development and you will be provided instructions on how to establish a new PIN.

Preparing to File Your Weekly-Continued Claim

1. Be sure to have your Social Security number and your PIN number.
2. If you worked during the week or you received

or will receive vacation or holiday pay, etc. during the week, be sure you know the gross (before deductions) amount in dollars before you call.

3. Have a pencil and paper handy to write down information you may need when contacting Iowa Workforce Development.

Reporting Your Weekly-Continued Claim

Each time you file your weekly-continued claim, you will be asked a series of basic questions that can be answered by responding yes or no. You will also be asked to provide basic information that will depend on the answers you provide to the basic questions.

A sample script is provided below for you to review prior to filing your first continued claim. Reviewing this sample script may save you time and confusion.

Sample Telephone IVR Script

1. Welcome to Iowa's unemployment insurance

reporting system. For English, press one. For Spanish, press two.

2. Please enter your Social Security number.

3. You entered [repeats what is entered in number 2]. If this is correct, press one. If this is not correct, press two.

If a PIN number has already been established. Caller will not be asked questions 4, 5, and 6.

4. Please enter your birth date. For example, June 14, 1966 would be

entered as 06141966.

5. Please enter a new 4 digit PIN number.

Do not use repeated numbers (such as

1111 or 3333 or numbers in sequence (such as 1234).

6. Your PIN number has been set to [repeats what is entered in number 5

]

7. Please enter your 4 digit PIN Number.

8. Thank You. Please hold while the system retrieves your claim information. This may take up to one minute.

9. To check on the status of your claim, press one.

To file your weekly-continued claim, press two.
To change personal information, press three.
For questions on a scheduled fact finding or to speak with a customer service representative, press four. To repeat this menu, press nine. To return to the previous menu, press *.

10. You may enter your claim for the week ending [System calculated this date based on the expected week ending date].

11. It is important that you answer all questions truthfully. WARNING! Attempting to claim and receive unemployment insurance benefits by entering false information can result in loss of benefits, fines and imprisonment. To show you understand the warning message, please press one now. To show that you do not understand the warning message, press two.

12. Your weekly-continued claim can now be

entered. If you hang up before the system tells you thank you and that your weekly continued claim has been filed, your answers will not be recorded and your payment will not be made.

13. Did you work during the week ending [System

calculated this date based on the expected week ending date]? If yes, press one. If no, press two.

Questions 14, 15, 16 and 17 will only be asked if you answered yes to question 13.

14. Was this self-employment? If yes, press

one. If no, press two.

15. Enter the gross amount of wages rounded to the nearest dollar followed by the pound (#) key.

16. You said that you worked the week

ending [System calculated this date based on the expected week ending date]. If you are still working, press one.

If you are laid-off, press 2. If you were discharged, press three. If you quit, press four.

17. During the week claimed you worked and

earned \$ [Amount you entered in number 15] and you were [Option you selected in number 16]. If this is correct, press one. If this is not correct, press two.

Image 12

10

18. Enter the gross amount of holiday pay rounded to the nearest dollar followed by the pound (#) key. For no pay, enter zero followed by the pound key.

19. You said you received or will receive [Amount

you entered in number 18] holiday pay. If this is correct, press one. If this is not correct, press two.

20. Enter the gross amount of vacation or severance pay rounded to the nearest dollar followed by

the pound (#) key. For no pay, enter zero followed by the pound key.

21. You said you received or will receive [Amount you entered in number 20] vacation or severance pay. If this is correct, press one. If this is not correct, press two.

22. Are you now receiving a private pension or military retirement? If yes, press one. If no, press two.

23. Were you ready, willing, able and available for work during the week ending [System calculated this date based on the expected week ending date]? If yes, press one. If no, press two.

24. Did you refuse any job offers or job referrals during the week? If yes, press one. If no, press two.

Questions 25, 26 and 27 will not be asked if work search is waived.

25. Enter the number of employers you contacted followed by the pound key.

26. Were at least two contacts made in person? If yes, press one. If no, press

two.

27. Please remember it is your responsibility to keep a complete record of your work search contacts, as directed by the Workforce Development Center, and to provide a copy if requested.

28. The law imposes penalties for false statements.

Do you certify the statements which you entered are true for the week ending [System calculated this date based on the expected week ending date]? If yes, press one. To hear this statement again, press two. To cancel your claim, press three.

29. Thank you. Your claim for the week ending

[System calculated this date based on the expected week ending date] has been filed. To avoid a delay in benefit payments, please remember you must file each week.

How to Determine the Status of Your Claim and

When You Will Be Paid

After you have claimed your first two weeks you can find out the status of your claim for benefits on-line at <https://uiclaims.iwd.iowa.gov/weeklyclaims> or by telephone at (800) 850-5627, the same number you use to file your weekly-continued claim. Just follow the prompts in the same manner as you would to file your weekly claim and press one when the system instructs, "To check on the status of your claim, press one. To file your weekly continued claim, press two. To change personal information, press three. For questions on a scheduled fact finding or to speak with a customer service representative, press four. To repeat this menu, press nine. To return to the previous menu, press *"

You can find out:

- The last week you claimed, if any.
- When your last payment was applied to your debit card or forwarded to your financial

institution.

- The amount of the payment.
- Remaining balance (in dollars).

The status of claim option is **only** available **8:00 A.M. to 8:00 P.M., Tuesday through Thursday and 8:00 A.M. to 7:00 P.M., Friday.** (If Monday is a holiday, the status of claim option is not available until Wednesday of that week.)

How to Get Paid

Payment by Pre-Paid Debit Card

You will receive a weekly payment that is applied to a pre-paid debit card unless you have requested direct deposit. You may access funds at your convenience using the pre-paid debit card. The debit card will allow you to:

- Make purchases or get cash back at a merchant
- Get cash at an ATM
- Get cash from a teller in a Bank or Credit Union

The pre-paid debit card option will also allow you unlimited access through a secure website or the Integrated Voice Response System (IVR) to:

- Check your balance
- Select or change your Personal Identification Number (PIN)

Note: The PIN for your pre-paid debit card may be different than the PIN used for reporting to Iowa

Workforce Development.

- Review transaction history
 - Sign up for and receive notification of deposits by telephone or email
-

Image 13

11

- For telephone notification of deposits posted to your account, call the customer service IVR at (866) 899-5611 and follow the prompts to setup this service. Each month you are allowed six (6) free calls to the IVR to check your balance and obtain account information.
- For email notification of deposits to your

account, go to

<https://www.EPPICard.com>.

Setup your ID and password and enter your personal email address.

You have unlimited access to the on-line service to check your balance and obtain account information.

Your first benefit payment will be applied to the pre-paid debit card, if determined eligible (about three weeks), you will begin receiving weekly deposits to your debit card account. If you file your continued claim each week on Saturday, Sunday, or Monday, your payment **should be** applied to your debit card on Thursday*.

Exception: If there is a holiday during the week, payment will be delayed an extra workday. Since you will **not** receive any written notification of the deposit, it is your responsibility to verify receipt of the deposits posted to your debit card account by using the unlimited access through the secure website at <https://EPPICard.com> or by calling the IVR toll free number at (866) 899-5611.

Payment by Direct Deposit

To setup direct deposit you must obtain your financial

institution's transit number and your account number (savings or checking) and complete the Direct Deposit Agreement form 60-0351 at the back of this handbook or print the form from our website at <http://www.iowaworkforce.org/ui/60-0351.pdf>. The form provides you with instructions on how to locate the transit number and account number or you may contact your financial institution. You must return the completed form to:

After you receive your first payment (about three weeks) and your form is processed, you will begin receiving weekly deposits. If you submit your continued

claim each week on Saturday, Sunday, or Monday, your payment **should be** deposited in your account on Friday*.

Exception: If there is a holiday during the week, payment will be delayed an extra workday. Since you will **not** receive any written notification of your deposit, it is your responsibility to verify receipt of the deposit from your financial institution.

*Due to circumstances outside our control, sometimes checks are not deposited or received on the expected day.

Denial of Benefits

Even though you may meet all other requirements, you may be disqualified from receiving unemployment insurance.

Some of the reasons you may be disqualified for benefits are:

- **Quit** your job without good cause attributable to your employer.
- Were **discharged** or suspended for **misconduct** in connection with your job.
- Refused suitable work with an employer or recall to suitable work by your former employer.
- Are **not able** to work, **not available** to work or **not actively seeking work** as required.
- Are unemployed due to a **strike or labor dispute**.

- **Have set unrealistic limitations** on the wages,

hours or days, types of work or locations of a job **you will** accept.

- **Fail to report** to the IowaWORKS Center or satisfactorily **participate in re-employment**

services when told to do so.

- Are a **school employee with** either a **contract** or **reasonable assurance** of returning to work when school resumes the next academic year

or term. If you are an educational employee, ask if this applies to you.

- Fail to return the Work Search History form when requested.

How to Reactivate Your Claim

If you have an existing claim, (claims are effective for one year) and you stopped claiming (weekly-continued claim call) for one or more weeks and you want to receive benefits again, you must reactivate your claim.

Reactivating an existing claim can be done on-line, at <http://www.iowaworkforce.org>.

Iowa Workforce Development
Unemployment Insurance Service Center
P.O. Box 10332
Des Moines, IA 50306-0332

Image 14

12

If you only worked for one employer during the past six months, you may reactivate an existing claim over the telephone using the UI Service Center's Interactive Voice Response (IVR) system.

You must reactivate your claim during the week you want to claim not after the week is over. The telephone system will ask you if you have worked since you last filed for unemployment benefits. **This means since you filed your last weekly- continued claim or since you last activated your existing claim even though you may not have reported any weekly-continued claims.** If

you have worked, your answer should be yes. If you haven't worked (didn't claim a week or more due to illness, vacation, etc.) answer no.

If there is a problem on your claim or you worked for more than one employer, you will be instructed to reactivate your claim using the on-line application.

When you call to reactivate your claim, the computer will play a prerecorded message (a script). You will be asked to provide information and answer yes and no questions using your telephone keypad.

Sample scripts are provided in this handbook for you to review prior to making your call to reactivate your claim. Reviewing these scripts may save you time and confusion during your call.

Please be sure to listen very carefully to the script you hear when you call since that script may not match the sample scripts.

Touch-Tone Telephone Reactivation of an Existing Claim

To reactivate your existing claim by telephone, just call (866) 239-0843. An Interactive Voice Response (IVR) unit will answer. A prerecorded voice will ask you to provide information by responding to questions one at a time. You answer **yes** by pressing number **1** and **no** by pressing number **2**.

Several of your answers will be repeated to you by the computer system to make sure the information is correct. If it is not, you will be instructed on how to change your answer.

Important: If you get disconnected or hang up before the system asks you to certify your statements as being true and you respond that they are, you will have to call again to reactivate your claim.

Preparing to Reactivate an Existing Claim

1. Be sure to have your Social Security number and your PIN number for the call.
2. If you have worked since you last reported a

weekly continued claim or activated your claim, you will need the following information:

- Name and address of your employer.
- Date you started working for your most

recent employer, and

- The date you last worked for that emplo

yer.

3. If you have received or will receive vacation and/or severance pay, you will need the ending date of the period covered by that pay.
4. Have a pencil and paper to write down

information that you may need, such as your work search requirements.

Sample Telephone IVR Scripts

Sample 1—Temporary Layoff

The caller was temporarily laid off on 01-04-2008 and filed a valid claim with an effective date of 01-06-2008. He/She drew several weeks of benefits and then returned to work with the same employer on 01-28-2008, so the last week claimed was 01-25-2008. He/She is again temporarily laid off from that same employer, his/her last date worked was 06-20-2008, and he/she won't receive any vacation or severance pay. The caller expects to be recalled by his/her employer. The caller waits until Monday morning the 23rd of June to call the IVR and reactivate the existing claim because Monday starts the week that he/she is unemployed.

1. Welcome to the Unemployment Insurance Service Center, a service of Iowa Workforce Development. For English, press one. For Spanish, press two.

Hours You Can Reactivate Your Existing Claim

The Internet filing option is available 24 hours a day, seven days a week

Touch-Tone Telephone IVR System

8:00 A.M. to 8:00 P.M., Monday through Thursday

8:00 A.M. to 7:00 P.M., Friday

9:00 A.M. to 2:00 P.M., Saturday

(With the exception of state holidays)

Image 15

2. If you have filed a claim for unemployment insurance benefits, press one. If you are an employer, press two. If you have not filed a claim for unemployment insurance and have general questions, press three.

Caller has filed a claim and wants to reactivate an existing claim (reopen an old claim), and presses 1.

3. Please enter your 9 digit Social Security number.

4. You entered [repeats entry]. If this is correct, press one. If this is not correct, press two.

Caller presses 1.

5. Please enter your 4 digit PIN number.

6. Thank You. Please hold while the system retrieves your claim information. This may take up to 1 minute.

7. To check on the status of your claim, press one.

To reactivate an existing claim, press two. To change personal information, press three. For questions on a scheduled fact finding or to speak with a customer service representative, press four.

Caller wants to reactivate an existing claim and presses two.

8. Have you worked since [System calculated date]? If yes, press one. If no, press two.

Caller presses 1 because he/she had returned to work and is now laid off again.

9. Have you worked for a different employer since [System calculated date]? If yes, press one. If no, press two.

Caller has only worked for one employer, so

presses 2.

10. If you were laid off due to lack of work, press one. If you were laid off because the business permanently closed, press two. If you are not working because you quit, press three. If you were discharged, press four. If there was a strike, lock out or labor dispute, press five. If you are still working reduced hours, press six. If none of these apply, press seven. To repeat these options, press nine.

Caller is temporarily laid off, so presses 1. (Although the business may be closed down

during the layoff, it is not permanently closed.)

11. Did you decline to bump an employee with less seniority? If yes, please press one. If no, press two.

Caller wasn't laid off because he/she

declined to bump another employee with less seniority, so presses 2.

12. Do you expect to be recalled by your most recent regular employer? If yes, please press

one. If no, press two.

Caller expects to return to work with the employer in a reasonable period of time, so presses 1.

13. Enter the date you started working for your

most recent employer. For example, July 5, 1998, would be entered as 07051998.

14. Enter the date you last worked. For example, January 2, 2012, would be entered as

01022012.

15. Will you receive severance or vacation pay? If yes, press one. If no, press two.

16. You said you started work on [Date entered in number 13]. You said you last worked on [Date entered in number 14]. You said the last day you were or will be paid was [System calculated this date based on the caller providing the date he/she last worked and indicating no severance or vacation pay]. If this is correct, press one. If not correct, press two.

Caller presses 1 because the responses are correct.

17. Are you able and available for work? If yes, press one. If no, press two.

Caller is able and available for works so presses one.

18. You said you [Repeats selected option in number 17]. If this is correct press one. If not, press two.

Caller presses 1 because response is correct.

19. The law imposes penalties for false statements.

Do you certify the statements you entered are true? If yes, press one. If no, press two. To hear this message again, press three.

Caller certifies the statements given are true

by pressing 1.

20. Your claim has been reactivated effective [System calculated date]. You must notify Iowa Workforce Development if your lay off status changes and your lay off becomes indefinite.

21. To return to the previous menu, press *. To

end this call, press two or hang up.

Image 16

14

Sample 2—Hasn't Worked Since Last Claiming

The caller was permanently laid off on 01-04-2008 and filed a valid claim with an effective date of 01-06-2008. He/She drew several weeks of benefits, then went to take care of a sick family member for three weeks and was not available for work, so he/she did not call in weekly-continued claims for those weeks. He/She became available for work again on 02-15-2008. He/She waits until Monday morning the 18th of February to call the IVR and reactivate the existing claim because he/she wasn't available for work the majority of the previous week(s), so Monday starts the first week he/she is available.

1. Welcome to the Unemployment Insurance Service Center, a service of Iowa Workforce Development. For English, press one. For Spanish, press two.

2. If you have filed a claim for unemployment insurance benefits, press one. If you are an employer, press two. If you have not filed a claim for unemployment insurance and have general questions, press three.

Caller has filed a claim and wants to reactivate an existing claim (reopen an old claim), and presses 1.

3. Please enter your 9 digit Social Security

number.

4. You entered [repeats entry]. If this is correct, press one. If this is not correct, press two.

Caller presses 1.

5. Please enter your 4 digit PIN number.

6. Thank You. Please hold while the system retrieves your claim information. This may take up to 1 minute.

7. To check on the status of your claim, press one.

To reactivate an existing claim, press two. To change personal information, press three. For questions on a scheduled fact finding or to speak with a customer service representative, press four.

Caller wants to reactivate an existing claim and presses two.

8. Have you worked since [System calculated date]? If yes, press one. If no, press two.

Caller presses 2 because he/she has not worked.

9. Are you able and available for work? If yes,

press one. If no, press two.

Caller is able and available for works so presses one.

10. You said you [Repeats selected option in number 9]. If this is correct press one. If not, press two.

Caller presses 1 because response is correct.

11. The law imposes penalties for false statements.

Do you certify the statements you entered are true? If yes, press one. If no, press two. To hear this message again, press three.

Caller certifies the statements given are true

by pressing 1.

12. Your claim has been reactivated effective [System calculated date]

13. To return to the previous menu, press *. To end this call, press two or hang up.

What Happens When Your Claim Is Protested

All employers you've had for the last 18 months can potentially be liable for your unemployment insurance benefits; therefore, they are eligible to protest.

If you indicated in your claim that you quit or were fired from your most recent job, your claim is automatically protested.

Fact-Finding Interview

If your claim for UI is protested, Iowa Workforce Development may arrange a fact-finding interview. You should continue to phone in weekly-continued claims if your claim is protested.

The fact-finding interview will be conducted by telephone. You and the employer will receive a **Notice of Unemployment Insurance Fact-Finding Interview** containing the scheduled date, time, and the telephone number where you will be called for the interview. Complete instructions are provided on the notice you receive.

If you will not be available to participate, notify IWD immediately or you may lose your benefits. Follow the instructions on the notice you received to contact Iowa Workforce Development.

Within a few days of the interview, you will receive an appealable decision in the mail. Read it carefully. If it is favorable to you and there are no additional issues, your claim will be released so you can begin receiving payments. However, if the decision is later reversed on

appeal, you will be required to repay the benefits you received.

Image 17

15

**If You Are Denied Benefits, Can You Appeal
First-Level Appeal—Administrative Law Judge**

If you or the employer disagrees with a decision, either party has the right to appeal and present testimony to an administrative law judge.

The appeal must be postmarked or received within 10 calendar days after the mailing date shown on the decision. You may mail your appeal to:

Iowa Workforce Development

Appeals Bureau

1000 East Grand Avenue
Des Moines, IA 50309-0209
or

Fax it to (515) 242-5144

You may contact the Appeals Bureau at (515) 281-3747 or your local IowaWORKS Center to assist you in filing an appeal or answering general questions.

If the decision is appealed by either you or the employer, a **formal** hearing over the telephone with an administrative law judge is scheduled. However, you or the employer may request an in-person hearing. The party requesting the in-person hearing must travel to the IowaWORKS Center closest to the **other** party.

There are 15 IowaWORKS Centers that conduct inperson hearings.

Note: You should continue to file your weeklycontinued claims during the appeal process.

If you receive a notice for a telephone hearing, you will be instructed to telephone the Appeals Bureau immediately to verify that you will participate and to provide the phone number where you and witnesses can be reached. The Appeals Bureau phone number on the notice is toll-free.

Warning: If you do not telephone the Appeals Bureau prior to your scheduled hearing, you will **not** be called to participate.

Unlike the fact-finding interview, an appeal hearing is **formal due process** where all parties are sworn in and the hearing is recorded on tape.

The administrative law judge will take new statements concerning the issue even if a statement was already given at the fact-finding interview. Either party can submit additional evidence at the hearing, so it is important you participate. You may choose to be represented by an attorney but you must do so at your expense.

The administrative law judge makes an impartial decision based on the information presented at the

hearing and the contents of your file. You will receive the administrative law judge's decision in the mail in about 10 to 14 days.

Second-Level Appeal - Employment Appeal Board

If you or the employer disagrees with the administrative law judge's decision, it may be appealed to the Employment Appeal Board. The appeal must be postmarked within 15 calendar days from the mailing date of the administrative law judge's decision.

Members of the Employment Appeal Board are appointed by the governor to equally represent (1) employees, (2) employers, and (3) the general public. The board is in the Iowa Department of Inspections and Appeals, located in the Lucas State Office Building.

All parties will receive a **written transcript** of the administrative law judge's hearing and will be given an opportunity to submit a written **summary** of their side.

The Employment Appeal Board does not hold hearings. The board decides each case by reviewing all the evidence that was presented to the administrative law judge. The board may affirm or reverse the administrative law judge's decision or may send the case back to the administrative law judge for further review or order a new hearing and decision if they feel the evidence in the administrative law judge's hearing is not sufficient or is incomplete. It usually takes 60 to 180 days from the date the appeal is filed to receive the Appeal Board decision.

If you disagree with the Employment Appeal Board decision, you may file a petition for judicial review in Iowa District Court or request a rehearing before the Appeal Board. The procedure and appeal deadlines are indicated on the decision.

What If You Are Overpaid

If you receive benefits to which you are not entitled, you will be liable for repayment of those benefits.

Iowa Workforce Development will recover an overpayment by requiring you to repay the total overpayment amount or repay under an installment payment plan if approved by the department. If you become eligible for unemployment insurance benefits in the future and you have an overpayment balance, your overpayment will be recovered by deducting it from any benefits you might otherwise receive on a weekly basis. No unemployment insurance benefits can be paid on a regular unemployment insurance claim until the overpayment has been recovered.

If you have an overpayment of at least \$50, the department will **garnish your Iowa state tax refund,**

Image 18

16

lottery prize, or vendor payment. If fraud is involved, the Investigations and Recovery Bureau may file a lien against your property and/or garnish wages to recover the overpayment.

Note: Total overpayment amounts include payments made to you and payment made on your behalf to revenue agencies for tax withholding and to the Child Support Recovery Unit for child support.

Are Benefits Taxable

All unemployment insurance benefits are fully taxable on your state income taxes. You have the option of having federal and/or state taxes withheld from your benefit payments. Deductions are **10 percent** of the gross benefit payment for federal taxes and **5 percent** of the gross benefit payment for state taxes. If you elect to have taxes deducted, you will have to complete and sign the Tax Withholding Agreement form found at the back of this handbook.

Please check your options for federal or state or both, sign, date and return the form to:
Iowa Workforce Development
Unemployment Insurance Service Center

P.O. Box 10332

Des Moines, IA 50306-0332

By January 31 of each year, you will be mailed a Form 1099-G telling you the amount of benefits you were paid during the previous year and any federal and/or state taxes that were withheld. The Internal Revenue Service and the state Department of Revenue and Finance also are advised of the amount of benefits paid to you and deductions withheld for you.

Requirements exist pertaining to quarterly tax payments. If you need tax assistance, contact the Internal Revenue Service at (800) 829-1040.

Using Wages Earned in Another State, the Military or the Federal Government

When you file a claim you must report all wages in all

states in the last 18 months, including wages from the **military and federal** employers, and provide complete addresses and dates of employment. If we have to request wage information from another state or the federal government, your claim will be delayed until we receive this information (usually about one week).

To receive **credit for military** wages, you need to provide a copy of your DD-214 (Member 4). If you served in the reserves, you must have had at least 90 consecutive days of active service for these wages to be used. The military service, not Iowa Workforce Development, determines if your earnings can be used

on a claim.

If you worked for the **federal** government (nonmilitary), please send, if available, copies of your check stubs, W-2 and SF-8, which show the payroll address of your federal employer to the UI Service Center.

Iowa Workforce Development will inform you of your options in filing if you have any wages from out of state, the military or the federal government.

If You Move Out of Iowa, May You Claim Benefits Using Your Iowa Wages

Interstate Claim

If you filed a claim in Iowa and then moved out of state, go to or call the nearest public employment service office in the state where you live. That office will register you for work. You will be instructed by your resident state to call the Iowa Unemployment Insurance Service Center to change your address and telephone number. **(You must notify the UI Service Center of any address changes because unemployment insurance correspondence may not be forwarded by the Postal Service.)** You will continue to file your weekly-continued claims using the toll-free number in Iowa. Iowa will continue to be the state paying your benefits until you obtain work, exhaust benefits, or your benefit year expires.

If you move out of Iowa and then want to file for benefits using Iowa wages, you must report to the nearest unemployment insurance office in the state where you are now living. That office will register you for work and instruct you to call the Iowa UI Service Center Interstate line to file your application for benefits.

Note: If you have worked in the state you moved to, you may be eligible to combine your wages from Iowa and the other state. This may increase your WBA and MBA, so be sure to ask your resident state about that option.

The UI Service Center will then administer your claim and mail you all the information you need to claim benefits. You will file your weekly-continued claim online or by telephone as explained in Reporting Your Weekly-Continued Claim.

Once you establish an Iowa interstate claim, **Mail all correspondence to:**

Unemployment Insurance Service Center
P.O. Box 10332

Des Moines, IA 50306-0332
For telephone inquiries, call (866) 239-0843

Image 19

17

The Quality Control Program

The Quality Control program randomly selects claimants who are currently filing for benefits and reviews their claim. If you are selected, you will be asked to verify any wages you've earned and work search contacts you've made. You are required to attend an interview with a Quality Control representative. If you refuse to cooperate, you may be denied benefits. If you are selected for a review, it does not mean we suspect you have done something wrong. The federal government, for program improvement, requires the Quality Control program.

Release of Information

Information on your unemployment insurance claim is considered confidential by law. You may have a copy of all information in your file if you contact the UI Service Center or submit a written and signed request. Only general information may be given over the telephone. If you provide a written and signed request, wage record information will be provided to a third party.

Information on your claim **does** become a matter of **public record** if you receive an appeal decision on your

claim from an administrative law judge (see First-Level Appeal).

Iowa Workforce Development will release information on your claim to various federal and state agencies if requested, and we are required to provide it by law, rule or regulation.

Are There Any Other Benefit Programs

Workforce Investment Act

If you are unemployed as a result of a permanent layoff, plant or business closing, and you have had the same type of job for many years, you may be eligible for this special dislocated worker program. If you think you qualify for this program, ask for more specific information.

Trade Act

If you are unemployed due to foreign imports, you may qualify for Trade Adjustment Assistance. If you think you qualify for this program, ask for more specific information.

Workers' Compensation Unemployment Insurance Claim

If you have recovered from a workers' compensation injury or illness and you lack the necessary earnings to qualify for an unemployment insurance claim as explained in *What Are the Wage Requirements?*, you may be eligible to receive benefits based on wages you were paid before the workers' compensation claim. If

you think you qualify for this program, ask for more specific information.

Disaster Unemployment Assistance (DUA)

If you are unemployed as a result of a disaster and you lack the necessary earnings to qualify for an unemployment insurance claim as explained in *What Are the Wage Requirements*, you may be eligible to receive benefits based on non-covered wages. If you think you qualify for this program, ask for more specific information.

When Benefits Are Exhausted

When either the national or Iowa unemployment rates exceed a certain level, you may be entitled to additional weeks of benefits after exhausting all regular benefits. If an extended benefit period is declared and it appears that you qualify, you will be notified to contact Iowa Workforce Development.

Fraud

You commit fraud if you knowingly make false statements, provide false information, or withhold information to obtain benefits. Examples of fraud include failure to properly report work and earnings or a job separation. **Attempts to claim and receive benefits fraudulently can result in loss of benefits, fines or imprisonment.** Be sure you make no false statement when applying for unemployment insurance or during the time you are claiming and receiving benefits.

Equal Opportunity Is the Law

Iowa Workforce Development is an equal opportunity employer and does not discriminate in its programs and services on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and for beneficiaries only, citizenship or participation in WIA.

If you think you have been subjected to discrimination you should contact the affirmative action officer located at:

Iowa Workforce Development

1000 East Grand Avenue
Des Moines, Iowa 50319-0209

Auxiliary aids and services are available upon request to individuals with disabilities.

Image 20

18

WORK RECORD

Gross wages you earn while you are claiming partial benefits must be reported during the week they are earned (not paid). They must be reported on a **Sunday through Saturday** basis regardless of the work week normally used by your employer. You may want to record your earnings on this form so you can properly report them on your continued claim.

SUN

MON

TUES

WED

THURS

FRI

SAT

Rate of Pay:

Week
Ending

#Hours
Worked

#Hours
Worked
#Hours
Worked

#Hours
Worked
#Hours
Worked

#Hours
Worked
#Hours
Worked

Total
Hours

Total
Wages

Image 21

19

RECORD OF WORK SEARCH

You are required to keep a list of your work search contacts in this handbook. You should keep this copy for at least one year.

Date Company Name Person Contacted Results of Contact

Company Address Phone No. Method of Contact

Date Company Name Person Contacted Results of Contact

Company Address Phone No. Method of Contact

Date Company Name Person Contacted Results of Contact

Company Address Phone No. Method of Contact

Date Company Name Person Contacted Results of Contact

Company Address Phone No. Method of Contact

Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact

Image 22

20

RECORD OF WORK SEARCH

You are required to keep a list of your work search contacts in this handbook. You should keep this copy for at least one year.

Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact

Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact
Date Company Name Person Contacted Results of Contact
Company Address Phone No. Method of Contact

Image 23

IOWA WORKFORCE DEVELOPMENT

Tax Withholding Agreement

60-0360 (08-2009)

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.
For deaf, and hard of hearing, use Relay 711

Local Office Use

380 Federal 2 = Y 1 = No

381 State 2 = Y 1 = No

Station Desk

Social Security Number

First Name MI

Last Name

I hereby authorize Iowa Workforce Development to start or change withholding the following income taxes from my unemployment benefits.

FEDERAL withholding equal to 10 percent of my gross weekly benefit payment.

- 1. No (Stop)
- 2. Yes (Start)
- 1. No (Stop)
- 2. Yes (Start)

IOWA withholding equal to 5 percent of my gross weekly benefit payment.

If you are paid \$10.00 or more in unemployment insurance benefits, Iowa Workforce Development will mail a form 1099-G listing the amount of benefits paid to your address of record by January 31. The 1099-G also will list the amount(s) of any federal and/or state taxes withheld the previous year.

Claimant Signature _____ Date
Signed _____

Complete and make a copy for your files. Return original to: **Iowa Workforce Development Center
Unemployment Insurance Service Center
P.O. Box 10332
Des Moines, IA 50306-0332**

Administrative Use Only

O.C. Date

Image 24

Image 25

IOWA WORKFORCE DEVELOPMENT

Direct Deposit Agreement

60-0351 (08-2009)

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.
For deaf, and hard of hearing, use Relay 711

Administrative Use Only

O.C. Date

READ THE BACK OF THIS AGREEMENT BEFORE FILLING IT OUT

Social Security Number

First Name MI

Last Name

Checking

Savings

Start Direct Deposit **Stop** Direct Deposit And Return to Debit Card **Change** Direct Deposit

I hereby authorize the State of Iowa, Iowa Workforce Development to pay directly to my account identified below, and I additionally authorize the depository to credit the deposits to my account. The department can only deposit funds in the account of the above named individual, if eligible for direct deposit.

It is your responsibility to verify deposit of funds with your bank or financial institution.

Name of Bank or Financial Institution Branch

City Zip Code

I authorize the Unemployment Insurance Service Center to receive information from my financial institution regarding this account to investigate/resolve any potential discrepancies or errors in the receipt of unemployment insurance benefits.

Bank Transit/ADA Number (9 digits)

Account Number (up to 17 digits)

The State of Iowa, Iowa Workforce Development, is **NOT** responsible for erroneously reported bank transit numbers, account numbers, nor for the completion of this agreement in the event the institution you select is not participating in the Direct Deposit program through the Federal Reserve System.

Claimant Signature: _____ Date Signed: _____

Complete and make a copy for your files. Return original to: **Iowa Workforce Development Center
Unemployment Insurance Service Center
P.O. Box 10332
Des Moines, IA 50306-0332**

State

Image 26

INSTRUCTIONS

To Start

or

Change:

To Stop:

1. Write in Social Security number.
2. Write your name.
4. Check the box for either a start or change.
5. Check the box for the type of account you have, e.g., savings or checking

6. Write in the bank name and branch.
8. Write in the bank transit/ABA number and bank account number, using only letters and numbers, NO SPACES, HYPHENS OR CHARACTERS. (See sample below)
10. Sign and date the form.

Starting with the first box, writing left to right, write ONLY your number, leaving the remainder of the boxes blank. On a checking account these numbers are printed at the bottom of your checks.

Your bank, credit union, or savings and loan institution will be able to provide you with your account number to receive your unemployment insurance benefits direct deposit.

If you are paid \$10.00 or more in unemployment insurance benefits, Iowa Workforce Development will mail a form 1099-G listing the amount of benefits paid to your address of record by January 31. The 1099-G also will list the amount(s) of any federal and/or state taxes withheld the previous year.

1. Write in your name and Social Security number.
2. Check the box for a stop.
3. Date and sign the form.

Image 27

25

IowaWORKS Center Directory

If you have any questions concerning registration for work or general unemployment insurance questions, contact your nearest *IowaWORKS* Center listed below or you can look up information at one of our Access Point locations.

Please visit www.iowaworkforce.org for Access Point location information.

If you are an interstate claimant (filing against Iowa from another state), please call the Unemployment Insurance Service Center at (866) 239-0843.

*Indicates offices that conduct in-person appeal hearings.

Burlington*	(319) 753-1674
Carroll*	(712) 792-2685
Cedar Rapids*	(319) 365-9474
Council Bluffs*	(712) 242-2100
Creston*	(641) 782-2119
Davenport*	(563) 445-3200
Decorah*	(563) 382-0457
Des Moines*	(515) 281-9619
Dubuque*	(563) 556-5800
Fort Dodge*	(515) 576-3131
Fort Madison	(319) 372-4412
Iowa City	(319) 351-1035
Marshalltown	(641) 754-1400
Mason City*	(641) 422-1524
Ottumwa*	(641) 684-5401
Sioux City*	(712) 233-9030
Spencer*	(712) 262-1971
Waterloo*	(319) 235-2123
Webster City	(515) 832-5261

Image 28

Image 1

Message: RE: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt**Case Information:**

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:21 PM
Item ID: 40861631
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

From Wilkinson, Michael [IWD] **Date** Monday, March 03, 2014 1:44 PM
To Wahlert, Teresa [IWD]
Cc Hillary, Teresa [IWD]

The current temp is from Kerry's group. The two coming in tomorrow are temps.

From: Wahlert, Teresa [IWD]
Sent: Monday, March 03, 2014 1:46 PM
To: Wilkinson, Michael [IWD]
Cc: Hillary, Teresa [IWD]
Subject: Re: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

What about the others?

Sent from my iPad

On Mar 3, 2014, at 1:33 PM, "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov> wrote:

Yes, JoAnn and one of the Temps. We are planning to add two more tomorrow morning.

From: Wahlert, Teresa [IWD]
Sent: Monday, March 03, 2014 1:06 PM
To: Wilkinson, Michael [IWD]
Cc: Hillary, Teresa [IWD]; Timberland, James [IWD]
Subject: Re: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Is Joann working on this? Cheryl? Anyone from kerry's group?

Sent from my iPad

On Mar 3, 2014, at 12:48 PM, "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov> wrote:

I have 5 people on it and I am still not satisfied with the progress. We are still about a month behind. I discovered a problem with the machine forcing staff to "double-key" some documents in validation. Martin got that fixed. I am looking at their processes with the team tomorrow morning. We picked up a lot of work from the peak load.

I will see if I can run down James' documents.

From: Hillary, Teresa [IWD]
Sent: Monday, March 03, 2014 11:20 AM
To: Wilkinson, Michael [IWD]
Cc: Wahlert, Teresa [IWD]; Timberland, James [IWD]
Subject: FW: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Mike,

How goes the scanning backlog. As you can see below, appeals continue to have ALJs who cannot hear and decide a case due to missing documents. Can you give me any ETA on scanning catch up so I can pass that information on the ALJs?

Thank you,
Teresa H

From: Timberland, James [IWD]
Sent: Monday, March 03, 2014 11:18 AM
To: Benson, Joni [IWD]
Cc: Hillary, Teresa [IWD]
Subject: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Joni,

Please reschedule and send new notice. The 30-day deadline is 3/13/14. The 45-day deadline is 3/28/14.

These cases were set for 11 and 11:05 today.

The need for the reschedule is based exclusively on the backlog in scanning supporting documents onto the agency's server. The issue in the first case deductibility of vacation pay. I cannot decide that type of case without the supp docs, since the info the employer provided at the lower level, and timeliness of that information, are factors the law requires me to consider when deciding the case. The second case is the related overpayment. The outcome of the second case hinges on what happens with the first.

Thanks.

James

Message: RE: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt**Case Information:**

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:21 PM
Item ID: 40861630
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

From Wilkinson, Michael [IWD] **Date** Monday, March 03, 2014 1:33 PM
To Wahlert, Teresa [IWD]
Cc Hillary, Teresa [IWD]

Yes, JoAnn and one of the Temps. We are planning to add two more tomorrow morning.

From: Wahlert, Teresa [IWD]
Sent: Monday, March 03, 2014 1:06 PM
To: Wilkinson, Michael [IWD]
Cc: Hillary, Teresa [IWD]; Timberland, James [IWD]
Subject: Re: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Is Joann working on this? Cheryl? Anyone from kerry's group?

Sent from my iPad

On Mar 3, 2014, at 12:48 PM, "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov> wrote:

I have 5 people on it and I am still not satisfied with the progress. We are still about a month behind. I discovered a problem with the machine forcing staff to "double-key" some documents in validation. Martin got that fixed. I am looking at their processes with the team tomorrow morning. We picked up a lot of work from the peak load.

I will see if I can run down James' documents.

From: Hillary, Teresa [IWD]
Sent: Monday, March 03, 2014 11:20 AM
To: Wilkinson, Michael [IWD]
Cc: Wahlert, Teresa [IWD]; Timberland, James [IWD]
Subject: FW: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Mike,

How goes the scanning backlog. As you can see below, appeals continue to have have ALJs who cannot hear and decide a case due to missing documents. Can you give me any ETA on scanning catch up so I can pass that information on the ALJs?

Thank you,
Teresa H

From: Timberland, James [IWD]
Sent: Monday, March 03, 2014 11:18 AM
To: Benson, Joni [IWD]
Cc: Hillary, Teresa [IWD]
Subject: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Joni,

Please reschedule and send new notice. The 30-day deadline is 3/13/14. The 45-day deadline is 3/28/14.

These cases were set for 11 and 11:05 today.

The need for the reschedule is based exclusively on the backlog in scanning supporting documents onto the agency's server. The issue in the first case deductibility of vacation pay. I cannot decide that type of case without the supp docs, since the info the employer provided at the lower level, and timeliness of that information, are factors the law requires me to consider when deciding the case. The second case is the related overpayment. The outcome of the second case hinges on what happens with the first.

Thanks.

James

Message: RE: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:43 PM
 Item ID: 40862012
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt**

From Wilkinson, Michael [IWD] **Date** Monday, March 03, 2014 12:49 PM
To West, Ryan [IWD]; Boten, Brenda [IWD]; Eklund, David [IWD]
Cc

 [image001.jpg](#) (3 Kb HTML)

Tomorrow morning; 9:30; my office.

From: West, Ryan [IWD]
Sent: Monday, March 03, 2014 12:42 PM
To: Wilkinson, Michael [IWD]; Boten, Brenda [IWD]; Eklund, David [IWD]
Subject: RE: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

I think we could send two up there. When and where?

Ryan West
Regional Operations Manager
Phone (515) 725-3732
Fax (515) 281-9321

 Description:
 titlegraphic

From: Wilkinson, Michael [IWD]
Sent: Monday, March 03, 2014 12:10 PM
To: Boten, Brenda [IWD]; Eklund, David [IWD]; West, Ryan [IWD]
Subject: FW: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Do we have temps that are not very busy? I can use them in scanning.

From: Hillary, Teresa [IWD]
Sent: Monday, March 03, 2014 11:20 AM
To: Wilkinson, Michael [IWD]
Cc: Wahlert, Teresa [IWD]; Timberland, James [IWD]
Subject: FW: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Mike,

How goes the scanning backlog. As you can see below, appeals continue to have have ALJs who cannot hear and decide a case due to missing documents. Can you give me any ETA on scanning catch up so I can pass that information on the ALJs?

Thank you,
Teresa H

From: Timberland, James [IWD]
Sent: Monday, March 03, 2014 11:18 AM
To: Benson, Joni [IWD]
Cc: Hillary, Teresa [IWD]
Subject: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Joni,

Please reschedule and send new notice. The 30-day deadline is 3/13/14. The 45-day deadline is 3/28/14.

These cases were set for 11 and 11:05 today.

The need for the reschedule is based exclusively on the backlog in scanning supporting documents onto the agency's server. The issue in the first case deductibility of vacation pay. I cannot decide that type of case without the supp docs, since the info the employer provided at the lower level, and timeliness of that information, are factors the law requires me to consider when deciding the case. The second case is the related overpayment. The outcome of the second case hinges on what happens with the first.

Thanks.

James

Message: RE: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:21 PM
 Item ID: 40861629
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

From Wilkinson, Michael [IWD] **Date** Monday, March 03, 2014 12:49 PM
To Hillary, Teresa [IWD]
Cc Wahlert, Teresa [IWD]; Timberland, James [IWD]

I have 5 people on it and I am still not satisfied with the progress. We are still about a month behind. I discovered a problem with the machine forcing staff to "double-key" some documents in validation. Martin got that fixed. I am looking at their processes with the team tomorrow morning. We picked up a lot of work from the peak load.

I will see if I can run down James' documents.

From: Hillary, Teresa [IWD]
Sent: Monday, March 03, 2014 11:20 AM
To: Wilkinson, Michael [IWD]
Cc: Wahlert, Teresa [IWD]; Timberland, James [IWD]
Subject: FW: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Mike,

How goes the scanning backlog. As you can see below, appeals continue to have have ALJs who cannot hear and decide a case due to missing documents. Can you give me any ETA on scanning catch up so I can pass that information on the ALJs?

Thank you,
 Teresa H

From: Timberland, James [IWD]
Sent: Monday, March 03, 2014 11:18 AM
To: Benson, Joni [IWD]
Cc: Hillary, Teresa [IWD]
Subject: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Joni,

Please reschedule and send new notice. The 30-day deadline is 3/13/14. The 45-day deadline is 3/28/14.

These cases were set for 11 and 11:05 today.

The need for the reschedule is based exclusively on the backlog in scanning supporting documents onto the agency's server. The issue in the first case deductibility of vacation pay. I cannot decide that type of case without the supp docs, since the info the employer provided at the lower level, and timeliness of that information, are factors the law requires me to consider when deciding

the case. The second case is the related overpayment. The outcome of the second case hinges on what happens with the first.

Thanks.

James

Message: Re: ALJ Hendricksmeier & Stephenson

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:14 PM
Item ID: 40861409
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Re: ALJ Hendricksmeier & Stephenson**

From Wahlert, Teresa [IWD] **Date** Tuesday, August 20, 2013 10:04 AM
To Stephenson, Randall [IWD]
Cc Hillary, Teresa [IWD]; Hendricksmeier, Bonny [IWD]

Good

- Teresa Wahlert

On Aug 20, 2013, at 8:55 AM, "Stephenson, Randall [IWD]" <Randall.Stephenson@iwd.iowa.gov> wrote:

Just a message to let you know that we have resolved our weekly work schedule issue in order to participate in the bi-weekly Friday at 1:00pm department meetings.

Message: Re: Out_of_State_Travel_Worksheet (Steve Wise 8-13).doc

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:15 PM
Item ID: 40861444
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ Re: Out_of_State_Travel_Worksheet (Steve Wise 8-13).doc

From Wahlert, Teresa [IWD] **Date** Thursday, August 22, 2013 9:40 AM
To Wise, Steve [IWD]
Cc Castillo, Lisa [IWD]

Ok

- Teresa Wahlert

On Aug 22, 2013, at 9:38 AM, "Wise, Steve [IWD]" <Steven.Wise@iwd.iowa.gov> wrote:

I've attached my Out of State Travel worksheet for the Nat'l Assn of ALJ Conference in Chicago in September. I have already secured a scholarship to attend the conference from the Iowa Association of Administrative Law Judges and will not be requesting any reimbursement for conference expenses. I'm submitting this document because you've approved attending the conference as work time.

Thank you

Steve

<Out_of_State_Travel_Worksheet (Steve Wise 8-13).doc>

Message: Re: Out_of_State_Travel_Worksheet (Steve Wise 8-13).doc

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:15 PM
Item ID: 40861446
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ Re: Out_of_State_Travel_Worksheet (Steve Wise 8-13).doc

From Wahlert, Teresa [IWD] **Date** Thursday, August 22, 2013 9:58 AM
To Wise, Steve [IWD]
Cc Castillo, Lisa [IWD]

Thanks

- Teresa Wahlert

On Aug 22, 2013, at 9:38 AM, "Wise, Steve [IWD]" <Steven.Wise@iwd.iowa.gov> wrote:

I've attached my Out of State Travel worksheet for the Nat'l Assn of ALJ Conference in Chicago in September. I have already secured a scholarship to attend the conference from the Iowa Association of Administrative Law Judges and will not be requesting any reimbursement for conference expenses. I'm submitting this document because you've approved attending the conference as work time.

Thank you

Steve

<Out_of_State_Travel_Worksheet (Steve Wise 8-13).doc>

Message: Re: Director's Edits - Absenteeism**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:15 PM
 Item ID: 40861453
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Re: Director's Edits - Absenteeism**

From Wahlert, Teresa [IWD] **Date** Thursday, August 22, 2013 7:12 PM
To Lewis, Devon [IWD]
Cc Castillo, Lisa [IWD]

Please write this from the perspective if an employer -- who would not necessarily know or understand Iowa law

- Teresa Wahlert

On Aug 22, 2013, at 10:07 AM, "Lewis, Devon [IWD]" <Devon.Lewis@iwd.iowa.gov> wrote:

[Revised version attached.](#)

From: Castillo, Lisa [IWD]
Sent: Wednesday, August 21, 2013 1:02 PM
To: Lewis, Devon [IWD]; Seeck, Vicki [IWD]
Subject: Director's Edits - Absenteeism

See the Director's edits attached.

Lisa Castillo

Director's Office | Executive Assistant
 Iowa Workforce Development | 1000 E Grand | Des Moines, IA 50319
 515-281-5365 | 515-281-4698 - fax
lisa.castillo@iwd.iowa.gov
www.iowaworkforce.org

<Tip Sheet - Absenteeism.docx>

Message: Re: Unemployment Law Presentation 9/4 or 11/6

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:15 PM
Item ID: 40861470
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ Re: Unemployment Law Presentation 9/4 or 11/6

From Wahlert, Teresa [IWD] **Date** Monday, August 26, 2013 7:21 PM

To Hillary, Teresa [IWD]

Cc Adams, Lori [IWD]; Wilkinson, Michael [IWD]; Lewis, Devon [IWD]; Wise, Steve [IWD]; Eklund, David [IWD]; West, Ryan [IWD]; Benson, Joni [IWD]

Nick -you are on the presentation team - you should present this

- Teresa Wahlert

On Aug 26, 2013, at 11:58 AM, "Hillary, Teresa [IWD]" <Teresa.Hillary@iwd.iowa.gov> wrote:

I would guess then Nick that you could send any requests you get to any member of the team and we will find someone to cover the presentation. Both Devon and Steve are on vacation this week. There is plenty of time to cover the one in November. Joni will add it to the ALJ staff meeting agenda on September 6 and we will get an ALJ volunteer at that time. When an ALJ is assigned to cover the request Joni will update the calendar on who is making the presentation and when. It's too bad you did not forward the request you got on August 8 sooner, I'm sure we could have obtained an ALJ to be at the meeting on September 4. We have James Timberland making a presentation in Burlington that same day.

Thanks much,

Teresa K. Hillary
Iowa Workforce Development

1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

From: Adams, Lori [IWD]
Sent: Monday, August 26, 2013 11:51 AM
To: Olivencia, Nicholas [IWD]; Hillary, Teresa [IWD]
Subject: RE: Unemployment Law Presentation 9/4 or 11/6

We just got one and it met on Friday for the first time. Members include me, Mike Wilkinson, Devon Lewis, Steve Wise, Teresa Hillary, Dave Eklund, and Ryan West.

Lori Adams, CPM

Division Administrator/Workforce Services
Iowa Workforce Development
1000 East Grand Avenue
Des Moines, IA 50319
Phone: (515) 281-9322
Cell: (515) 418-5058
Email: lori.adams@iwd.iowa.gov

<image001.jpg>



Please consider the environment before printing this e-mail.

From: Olivencia, Nicholas [IWD]
Sent: Monday, August 26, 2013 11:47 AM
To: Hillary, Teresa [IWD]; Adams, Lori [IWD]
Subject: RE: Unemployment Law Presentation 9/4 or 11/6

Hi Lori, who is on the presentation team, I am happy to forward on to them. I have never heard that we had a presentation team before.

From: Hillary, Teresa [IWD]
Sent: Monday, August 26, 2013 11:44 AM
To: Adams, Lori [IWD]
Cc: Olivencia, Nicholas [IWD]
Subject: FW: Unemployment Law Presentation 9/4 or 11/6

Got this from Nick O. Shouldn't this go through the presentation team?

Thanks much,

Teresa K. Hillary
Iowa Workforce Development

1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

From: Olivencia, Nicholas [IWD]
Sent: Monday, August 26, 2013 11:40 AM
To: Hillary, Teresa [IWD]
Subject: FW: Unemployment Law Presentation 9/4 or 11/6

Teresa, I spoke with Ann Mellinger. She is looking for a judge to do a presentation to a employers on 11/6. Who should I be sending this to?

From: Ann Mellinger [<mailto:AMellinger@Silgancontainers.com>]
Sent: Friday, August 23, 2013 8:26 AM
To: Olivencia, Nicholas [IWD]
Subject: RE: Unemployment Law Presentation 9/4 or 11/6

Hi Nick,

I went ahead and scheduled another speaker for September 4th. Please let me know if you have any luck finding a judge or knowledgeable person to present on 11/6. I am also open to the first Wednesday of the month on several of months in 2014. Joe was our favorite speaker and I would really like to find a replacement. I'm flexible on the date. I just need to set it up in advance, so I can submit an approval for recertification hours.

From: Ann Mellinger
Sent: Thursday, August 08, 2013 3:41 PM
To: Olivencia, Nicholas [IWD]
Subject: Unemployment Law Presentation 9/4 or 11/6

I would like to have the presentation on 9/4, but 11/6 might be a possibility. I will check to see if the November speaker and swap if needed. Attached is the form MVHRA completed for recertification credit. Below is the info from our website. We are looking for a seasoned professional who is educated in unemployment cases. We prefer a judge that can provide examples and stories that illustrate how to avoid pitfalls and present a great case.

Thanks so much,

Ann L. Mellinger, MBA, SPHR

**Human Resources Representative
Silgan Containers
2326 263rd Avenue
Fort Madison, IA 52627cl
(319) 372-8491 Ext. 4711**

September 4, 2013

**Employer Strategies for Unemployment Appeals:
Avoid the Pitfalls & Present the Best Case Possible**

**Presented by Joe Walsh
Chief Administrative Law Judge,
IWD Unemployment Insurance Appeals Bureau**

<!--[if !vml]--><image003.jpg><!--[endif]--> Joe Walsh will provide MVHRA members with strategies for presenting the best case possible during their unemployment appeals, as well as avoiding many of the most common pitfalls. Joe will give a brief overview of how the Appeals process works, including a big picture overview of the unemployment insurance system in the United States. He will provide guidance and practice tips for how parties in an unemployment case can best prepare for a hearing and communicate effectively.

Joe will share the latest information regarding substantive legal standards in unemployment cases, including defining misconduct and quits for "good cause attributable to the employer. Learning is enhanced by Joe's ability to focus on the mistakes of other parties in unemployment cases.

MVHRA members will have the unique opportunity to ask Joe specific questions and receive a response containing a more in-depth analysis of unemployment law legal issues.

Joe graduated from Drake University Law School with Honors in 1996. He worked in private practice from 1996-2007 for a premier labor law firm in Des Moines. He practiced primarily in labor and employment law and workers' compensation litigation and earned the position of partner. In 2007 Joe was appointed to the position of Deputy Director of Iowa Workforce Development where he served from 2007 to 2010 where he earned the honor of Administrator of the Year. In January 2011, Joe accepted the position of Chief Administrative Law Judge for the Unemployment Appeals Bureau where he has focused on improving case processing times.

From: Olivencia, Nicholas [IWD] [<mailto:Nicholas.Olivencia@iwd.iowa.gov>]
Sent: Thursday, August 08, 2013 3:24 PM
To: Ann Mellinger
Subject: Hello

Nicholas S. J. Olivencia
Legal Counsel
Unemployment Insurance Services Division
1000 East Grand Avenue
Des Moines, Iowa 50319-0209
Phone: 515-281-3875
Cell: 515-777-0458
Fax: 515-281-7695
Nicholas.olivencia@iwd.iowa.gov

Message: FW:**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:00 PM
 Item ID: 40860982
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW:**

From Hillary, Teresa [IWD]

Date
 Thursday,
 June 06, 2013
 1:12 PM

To Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Walsh, Joseph [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]

Cc

 [image001.jpg](#) (3 Kb HTML)  [ATT00001.htm](#) (1 Kb HTML)  [March 2013 Team List.xlsx](#)
 (14 Kb HTML)  [ATT00002.htm](#) (1 Kb HTML)

Per the Directors request pls find information she wants you to have and use.

Thanks much
 Teresa Hillary

From: Wahlert, Teresa [IWD]
Sent: Thursday, June 06, 2013 1:08 PM
To: Lewis, Devon [IWD]; Hillary, Teresa [IWD]
Subject: Fwd:

Here is the list if fact finders - please share with your group

- Teresa Wahlert

Begin forwarded message:

From: "West, Ryan [IWD]" <Ryan.West@iwd.iowa.gov>
Date: May 30, 2013, 1:07:26 PM CDT
To: "Walsh, Joseph [IWD]" <Joseph.Walsh@iwd.iowa.gov>
Cc: "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>

Joe,

I wanted to make sure you have this list of current advisors we have down here at 150 who could potentially conduct a fact-finding. The highlighted advisors are those that at any one time could potentially issue a fact-finding decision "including managers". Next to the name is the "deputy number" they are assigned. You're ALJ's can check the deputy number through session manager using KFFD or NMRO and then cross match that against this list for a name. I will send you updates on this list going forward as they change. Any questions just let me know.

Director,

I wanted to make sure that I corrected myself in the meeting this morning. I told you we have "70" advisors and actually its "59" that work out of the Service Center. Of those "59" advisors, "49" are fact-finder ready.

Ryan West
Regional Operations Manager
Iowa Workforce Development
(515) 242-0413 P
(515) 281-9321 F

[Preview is not available (conversion excluded for this file type).]

Brenda's Team - 03
Ryan's Team - 06
Dave's Team - 07
Jason's Team - 13
Anderson, Shantel - 87
Baccam, Frisco - 41
Allen, Shannell - 91
Arnold, Kim - Ottumwa
Carroll, Bill - 74
 Batten, Gary - 04
Andreano, Lori
Barajas, Alma - Sioux City
Cogan, Karen - 73
Beattie, Adam -83
 Connor, Jane - 52
Buntenbach , Phil
Dawson, Dianne - 95
Butler, Ronda - 94
 Croushore, Brianne - 75
Chounlamountrty, Pooh - 61
Desmidt, Bill - 78
Cozart, Jeanine - 89
 Dykstra, Connie - 99
Dugan, Boyd
Donlin, Tom - 69
 Densmore, Terryne - 54
 Guy, Marlys - 05
Edmonds, Linda - 76 clerk
Ellenwood, Kasandra - 66
 Devine, Roxy - 60
Hosier, Mike - 97
Finck, Christal - 90
Findlay, Deanna
Dyer, Ray - 23
Khounlo, Nhoui - 37
Hammond, Simona
Gaulke-Lilly, Sharon - 18
 Garrett, Brent
Kolontar, Lisa - 11
Irvine, Erin - 79
Gifford, Matt - 80
Hallengren, Jon - 46
 Lewis, Irma - 96
Irvine, Kevan - 82
Greco, Mary
 Hoard, Aaron - 20
 Linnenbrink, Jonathon - 64
Landrew, Paul - 63
Kookier, Quentin - 35

Holett, Karen - 39
Moses, Ryan - 38
Long, Maria
Nutting, Jennifer - 44
Hyde, Richard - 93
Paxton, Kyle - 22
Peacock, Phillip - 45
Ramirez, Rebecca - 81
Parry, Sharon - 48
Roovaart, Michelle - 17
Rodriguez, Maria
Steen, Christina - 85
Rieger, Kim - 86
Ruby, Evelyn - 26
Rudsell, Judy - Davenport
Stewart, Brian - 58
Schafer, Cathy
Saddoris, Michelle - 77
Shepherd, Deb - 92
Stielow, Lisa - 56
Spencer, Barb - 42
Thomas, Jan - 01
Wey, Kevin - 67
Townes, Sandi
Starr, Tracy - 65
Tudovic, Spomi - 72
Woods, Tammy
Ung, Kham - 47
Tavegia, Tommy - 68
vonBehren Karen - 71
Vogt, Jennifer - 50
Vu, Vo - 32
Watt, Corey - 57
Wolfe, Kathie - 43
Wood, Kirsten - 98
Quality Control
Young, Veronica - 53
Kara Close

Message: RE:**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:00 PM
 Item ID: 40860983
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE:**

From Hillary, Teresa [IWD] **Date** Thursday, June 06, 2013 1:25 PM
To Wahlert, Teresa [IWD]
Cc

Done.

From: Wahlert, Teresa [IWD]
Sent: Thursday, June 06, 2013 1:08 PM
To: Lewis, Devon [IWD]; Hillary, Teresa [IWD]
Subject: Fwd:

Here is the list if fact finders - please share with your group

- Teresa Wahlert

Begin forwarded message:

From: "West, Ryan [IWD]" <Ryan.West@iwd.iowa.gov>
Date: May 30, 2013, 1:07:26 PM CDT
To: "Walsh, Joseph [IWD]" <Joseph.Walsh@iwd.iowa.gov>
Cc: "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>

Joe,

I wanted to make sure you have this list of current advisors we have down here at 150 who could potentially conduct a fact-finding. The highlighted advisors are those that at any one time could potentially issue a fact-finding decision "including managers". Next to the name is the "deputy number" they are assigned. You're ALJ's can check the deputy number through session manager using KFFD or NMRO and then cross match that against

this list for a name. I will send you updates on this list going forward as they change. Any questions just let me know.

Director,

I wanted to make sure that I corrected myself in the meeting this morning. I told you we have "70" advisors and actually its "59" that work out of the Service Center. Of those "59" advisors, "49" are fact-finder ready.

Ryan West
Regional Operations Manager
Iowa Workforce Development
(515) 242-0413 P
(515) 281-9321 F

Message: FW: Julie Elder

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:00 PM
Item ID: 40860984
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW: Julie Elder**

From Hillary, Teresa [IWD] **Date** Thursday, June 06, 2013 2:40 PM
To Lewis, Devon [IWD]
Cc

 [image001.gif](#) (5 Kb HTML)

This is typical Julie behavior. Julie had no leave on the calendar. She is a mess and Joe just will not discipline her. Grrrrr It is killing the clerical staff morale and just makes day to day life in the office miserable.

From: Benson, Joni [IWD]
Sent: Thursday, June 06, 2013 2:36 PM
To: Hillary, Teresa [IWD]
Subject: FW: Julie Elder

Don't respond to this to Joe or Julie. This is just discouraging. I want to see the email where she told me about the appointment ... I have absolutely no recollection of any conversation with Julie on this.

The load on my shoulders is getting pretty heavy.

From: Benson, Joni [IWD]
Sent: Thursday, June 06, 2013 2:33 PM
To: Walsh, Joseph [IWD]
Subject: FW: Julie Elder

Additional information Julie just IM'd Sandy and told her that she told me. No she did not. Frustrating, Frustrating, Frustrating. Why would I have scheduled her?

From: Benson, Joni [IWD]
Sent: Thursday, June 06, 2013 2:23 PM
To: Walsh, Joseph [IWD]
Subject: Julie Elder

This is a breakdown in the system.

Sandy received a call for Julie's 2PM hearing from the claimant. The claimant had not called in her number yet. Sandy has been trying to reach Julie with no luck.

She just went down to Marty (2:20 PM) and he told her that Julie told him she had a Dr. appointment this afternoon and she called the EMP, but not the CL because we did not have a phone number.

This is information that all the clerks, including me, should have been given. Calls rotate to a different person, so what were the chances that Marty would have been the one to get the call ... 1 in 5 I guess.

Anyway, I will call the claimant.

Joni K. Benson
Iowa Workforce Development - UI Appeals
Ph: 515-281-8484 FAX: 515-242-5144
email: joni.benson@iwd.iowa.gov



Please consider the environment before printing this e-mail.

[Preview is not available (conversion excluded for this file type).]

Message: FW: 04917.d decision meaning question**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:01 PM
 Item ID: 40860994
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ FW: 04917.d decision meaning question

From Hillary, Teresa [IWD]

Date
 Friday, June
 07, 2013
 3:27 PM

To Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Walsh, Joseph [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]

Cc

 [04917.d.doc](#) (53 Kb HTML)

Another example. These two questions came in just during the time of our staff meeting.

From: Anderson, Donnell [IWD]
Sent: Friday, June 07, 2013 2:17 PM
To: Hillary, Teresa [IWD]
Subject: 04917.d decision meaning question

I am sort of confused by our decision question policy, so this may be one I could have answered myself. This claimant called in with a straight forward question. He wants to know whether he won the appeal and does not understand the legalese of the decision. I have attached a copy.

APPEAL#: 13 A UI 04917 SSN: XXXXXXXXXX
 HEARING: 06/03/2013 01:00 PM ALJ: D

CLAIMANT - SCREEN 1:
CANNY, ALEXANDER, M 061 641 521 0837

**IOWA WORKFORCE DEVELOPMENT
UNEMPLOYMENT INSURANCE APPEALS**

<p>ALEXANDER M CANNY 215 W STATE ST COLFAX IA 50054-1640 PELLA CORPORATION C/O EMPLOYERS EDGE PO BOX 351567 WESTMINSTER CO 80035-1567</p>	<p>68-0157 (9-06) - 3091078 - EI</p> <p style="text-align: center;">APPEAL NO: 13A-UI-04917-DT</p> <p style="text-align: center;">ADMINISTRATIVE LAW JUDGE</p> <p style="text-align: center;">DECISION</p> <p>APPEAL RIGHTS:</p> <p>This Decision Shall Become Final, unless within fifteen (15) days from the date below, you or any interested party appeal to the Employment Appeal Board by submitting either a signed letter or a signed written Notice of Appeal, directly to:</p> <p style="text-align: center;"><i>Employment Appeal Board</i></p> <p style="text-align: center;"><i>4th Floor – Lucas Building</i></p> <p style="text-align: center;"><i>Des Moines, Iowa 50319</i></p> <p style="text-align: center;"><u>or</u></p> <p style="text-align: center;"><i>Fax Number: (515)281-7191</i></p> <p>The appeal period will be extended to the next business day if the last day to appeal falls on a weekend or a legal holiday.</p> <p>AN APPEAL TO THE BOARD SHALL STATE CLEARLY:</p> <p>The name, address and social security number of the claimant.</p> <p>A reference to the decision from which the appeal is taken.</p> <p>That an appeal from such decision is being made and such appeal is signed.</p> <p>The grounds upon which such appeal is based.</p> <p>YOU MAY REPRESENT yourself in this appeal or you may obtain a lawyer or other interested party to do so provided there is no expense to Workforce Development. If you wish to be represented by a lawyer, you may obtain the services of either a private attorney or one whose services are paid for with public funds. It is important that you file your claim as directed, while this appeal is pending, to protect your continuing right to benefits.</p>
--	--

SERVICE INFORMATION:

A true and correct copy of this decision was mailed to each of the parties listed.

**IOWA WORKFORCE DEVELOPMENT
UNEMPLOYMENT INSURANCE APPEALS**

<p>ALEXANDER M CANNY Claimant</p> <p>PELLA CORPORATION Employer</p>	<p>68-0157 (9-06) - 3091078 - EI</p> <p align="center">APPEAL NO: 13A-UI-04917-DT</p> <p align="center">ADMINISTRATIVE LAW JUDGE</p> <p align="center">DECISION</p> <p align="right">OC: 03/24/13</p> <p align="right">Claimant: Respondent (1)</p>
---	--

Section 96.5-2-a – Discharge

STATEMENT OF THE CASE:

Pella Corporation (employer) appealed a representative’s April 17, 2013 decision (reference 01) that concluded Alexander M. Canny (claimant) was qualified to receive unemployment insurance benefits after a separation from employment. After hearing notices were mailed to the parties’ last-known addresses of record, a telephone hearing was held on June 3, 2013. The claimant participated in the hearing. Carrie Ottman appeared on the employer’s behalf and presented testimony from two other witnesses, Kurtis Webb and Ally Stephens. Based on the evidence, the arguments of the parties, and the law, the administrative law judge enters the following findings of fact, reasoning and conclusions of law, and decision.

ISSUE:

Was the claimant discharged for work-connected misconduct?

OUTCOME:

Affirmed. Benefits allowed.

FINDINGS OF FACT:

The claimant started working for the employer on November 8, 2004. He worked full time as a construction technician on the second shift in the employer's Pella, Iowa manufacturing and engineering plant. His last day of work was March 20, 2013. The employer suspended him on that date and discharged him on March 28, 2013. The reason asserted for the discharge was having a second class two corrective action letters within a two-year period.

On March 19 the claimant was working on some lights. Prior to starting the work he traced the conduit for the circuit the lights were on, went to that circuit box, and de-energized the circuit. He still tested the power on each light before starting work. He finished work on the first two lights in the line and then started work on the third, again testing the power on the light before starting the work. He was having problems with that light and did not finish the work before going to lunch. After lunch he returned to the work and asked for the assistance of another technician. The other technician asked if the circuit was de-energized, and the claimant responded that it was still down when he went for lunch. The other technician still checked the power on the light, and in fact the light was powered. As it turned out, that light was on a different circuit from the rest of the line the claimant was working; the power on it was only off before lunch because one of his fellow technicians had happened to be working on the circuit to which that light was connected and so had de-energized that circuit. However, that technician had finished work on the lights on which he was working and repowered the circuit when he went to lunch. For his failure to recognize that the third light was on a different circuit that might have to separately be de-energized the employer gave the claimant a class two corrective action letter.

On January 14, 2013 the claimant had been given a first class two corrective action letter. That corrective action letter was for failure to meet the employer's quality and productivity expectations. The employer's policies provide that if an employee gets two class two corrective action letters in a 48-month period, he is subject to discharge. As a result of getting his second class two corrective action letter for the March 19 incident, the employer discharged the claimant.

REASONING AND CONCLUSIONS OF LAW:

A claimant is not qualified to receive unemployment insurance benefits if an employer has discharged the claimant for reasons constituting work-connected misconduct. Iowa Code § 96.5-2-a. Before a claimant can be denied unemployment insurance benefits, the employer has the burden to establish the claimant was discharged for work-connected misconduct. *Cosper v. IDJS*, 321 N.W.2d 6 (Iowa 1982). The question is not whether the employer was right to terminate the claimant's employment, but whether the claimant is entitled to

unemployment insurance benefits. *Infante v. IDJS*, 364 N.W.2d 262 (Iowa App. 1984). What constitutes misconduct justifying termination of an employee and what is misconduct that warrants denial of unemployment insurance benefits are two separate matters. *Pierce v. IDJS*, 425 N.W.2d 679 (Iowa App. 1988).

In order to establish misconduct such as to disqualify a former employee from benefits an employer must establish the employee was responsible for a deliberate act or omission which was a material breach of the duties and obligations owed by the employee to the employer. 871 IAC 24.32(1)a; *Huntoon v. Iowa Department of Job Service*, 275 N.W.2d 445 (Iowa 1979); *Henry v. Iowa Department of Job Service*, 391 N.W.2d 731, 735 (Iowa App. 1986). The conduct must show a willful or wanton disregard of an employer's interest as is found in deliberate violation or disregard of standards of behavior which the employer has the right to expect of employees, or in carelessness or negligence of such degree of recurrence as to manifest equal culpability, wrongful intent or evil design, or to show an intentional and substantial disregard of the employer's interests or of the employee's duties and obligations to the employer. 871 IAC 24.32(1)a; *Huntoon*, supra; *Henry*, supra. In contrast, mere inefficiency, unsatisfactory conduct, failure in good performance as the result of inability or incapacity, inadvertencies or ordinary negligence in isolated instances, or good faith errors in judgment or discretion are not to be deemed misconduct within the meaning of the statute. 871 IAC 24.32(1)a; *Huntoon*, supra; *Newman v. Iowa Department of Job Service*, 351 N.W.2d 806 (Iowa App. 1984).

The reason cited by the employer for discharging the claimant is his receiving his second class two corrective action letters within 48 months because of the incident on March 19, 2013. The employer has not established how the claimant knew or should have known that the third light on the string on which he was working was powered on a different circuit than the previous two in the string. Under the circumstances of this case, the claimant's failure to de-energize this second circuit was the result of inefficiency, unsatisfactory conduct, inadvertence, or ordinary negligence in an isolated instance, and was a good faith error in judgment or discretion. While the employer may have had good cause for discharging the claimant under its disciplinary policies, it has not met its burden to show disqualifying misconduct. *Cosper*, supra. Based upon the evidence provided, the claimant's actions were not misconduct within the meaning of the statute, and the claimant is not disqualified from benefits.

DECISION:

The representative's April 17, 2013 decision (reference 01) is affirmed. The employer did discharge the claimant but not for disqualifying reasons. The claimant is qualified to receive unemployment insurance benefits, if he is otherwise eligible.

Lynette A. F. Donner

Administrative Law Judge

Decision Dated and Mailed

ld/pjs

Message: ALJ PDQ

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:01 PM
Item ID: 40861000
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **ALJ PDQ**

From Hillary, Teresa [IWD] **Date** Monday, June 10, 2013 9:28 AM
To Wahlert, Teresa [IWD]
Cc

I do not have my PDQ, all I was able to find at home was my last performance evaluation from December 2010. I asked Jon Nelson to get a copy of the alj PDQ to you today and also let him know about your request to be directly in the loop whenever an IWD employee files for UI benefits.

Thanks much
Teresa Hillary

Message: Re: ALJ Stephenson & ALJ Hendricksmeier Friday meetings change**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:13 PM
 Item ID: 40861372
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Re: ALJ Stephenson & ALJ Hendricksmeier Friday meetings change**

From Wahlert, Teresa [IWD]

Date
 Friday,
 August 16,
 2013 7:13
 PM

To Scheetz, Beth [IWD]; Wilkinson, Michael [IWD]; Adams, Lori [IWD]; Castillo, Lisa [IWD]; Koonce, Kerry [IWD]; Wallace, Edward [IWD]; Nelson, Jon [IWD]

Cc Stephenson, Randall [IWD]; Hillary, Teresa [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Seeck, Vicki [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]

I want to thank you all for your input on this issue. I have decided to have ALJ staff meetings every other Friday at 1 pm. I suggest that those who are interested in keeping up to date with issues will arrange their time accordingly. Those who are not I suppose will not attend. We will evaluate after a period of time if we should permanently give notice of a change in work hours. Please note that we are also coordinating with Mike Wilkinson, Lori Adams, Ed Wallace and Kerry Koonce.

- Teresa Wahlert

On Aug 16, 2013, at 11:19 AM, "Scheetz, Beth [IWD]" <Beth.Scheetz@iwd.iowa.gov> wrote:

Here's a suggestion.

What if we had a luncheon staff meeting that went from 12 to 12:50 p.m. on a Monday, Tuesday, Wednesday or Thursday?

This way we would be assured of a start and end time.

It would not interfere with prep time or most hearing times.

ALJ's would be allowed to eat lunch from their home office and attend by telephone unless they were scheduled to be at the office.

On the day of the meeting, ALJ's would need to schedule hearings on the hour rather than on the ½ hour.

That's my two cents,

Beth

From: Stephenson, Randall [IWD]

Sent: Friday, August 16, 2013 9:39 AM

To: Hillary, Teresa [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]

Cc: Wahlert, Teresa [IWD]

Subject: RE: ALJ Stephenson & ALJ Hendricksmeier Friday meetings change

ALJ Hendricksmeier and I finish our work week at 11:00am every Friday. I believe that was made clear at yesterday's meeting. We are seeking a clarification as to the re-scheduling of our bi-weekly meetings from Thursday to Fridays at 1pm. Are we required to participate? What is the resolution of the Friday meetings with our work schedule?

From: Hillary, Teresa [IWD]

Sent: Friday, August 16, 2013 8:40 AM

To: Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]

Cc: Wahlert, Teresa [IWD]

Subject: FW: ALJ Writing Days - 2013

From: Wahlert, Teresa [IWD]

Sent: Thursday, August 15, 2013 8:01 PM

To: Benson, Joni [IWD]

Cc: Hillary, Teresa [IWD]; Castillo, Lisa [IWD]

Subject: Re: ALJ Writing Days - 2013

Thanks Joni --

I will be having ALJ staff meetings every 2 weeks on Fridays at 1 pm beginning on the first Friday after Labor Day.

- Teresa Wahlert

On Aug 15, 2013, at 5:03 PM, "Benson, Joni [IWD]" <Joni.Benson@iwd.iowa.gov> wrote:

<image001.gif>

Director Wahlert,

I have attached the ALJ Staff Meeting/ALJ Writing Day scheduled through the end of 2013. I want you to be aware that UI Hearings have been scheduled for ALJs through September 17th. If we are going to make a change in the meeting dates and times, in the interest of what is best for the parties involved, I would suggest that we not change anything prior to September 17th so we do not have to reschedule hearings. Some of these cases are hearings that have already been rescheduled.

Thank you,

Joni K. Benson

Iowa Workforce Development – UI Appeals

1000 E. Grand

Des Moines IA 50319

Phone: 515.281.8484

FAX: 515.242.5144

joni.benson@iwd.iowa.gov



BE GREEN – Please consider the environment before printing this e-mail.

<2013.xlsx>

Message: Re: Tip Sheet on Absenteeism

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:13 PM
Item ID: 40861373
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Re: Tip Sheet on Absenteeism**

From Wahlert, Teresa [IWD] **Date** Saturday, August 17, 2013 3:17 PM
To Seeck, Vicki [IWD]
Cc Lewis, Devon [IWD]

I did not get the attachment

- Teresa Wahlert

On Aug 16, 2013, at 9:50 AM, "Seeck, Vicki [IWD]" <Vicki.Seeck@iwd.iowa.gov> wrote:

Good Morning,

I am attaching to this email a tip sheet that has been prepared on absenteeism. Marlon Mormann was kind enough to provide me with a document that he had already prepared on the subject and Devon Lewis did some very good editing. Please let me know if this is what you had in mind. I will make any changes you feel are necessary.

Vicki Seeck
Administrative Law Judge
Unemployment Insurance Appeals

Message: Re: late decision call log and current work conditions

Case Information:

Message Type: Exchange
 Message Direction: External, Outbound
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:13 PM
 Item ID: 40861374
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Re: late decision call log and current work conditions**

From	Wahlert, Teresa [IWD]	Date
		Saturday, August 17, 2013 3:22 PM
To	Ackerman, Susan [IWD]	
Cc	Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeyer, Bonny [IWD]; Hillary, Teresa [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]; Anderson, Donnell [IWD]; McElderry, Stan [IWD]; Julie Elder (jelder97@gmail.com); Alexander, Marty [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]; Nelson, Jon [IWD]	

I am surprised that as I have read this over many times, I recall that you brought up none if this in our private conversation last week. It would be great if you would share your concerns during our visits! If you believe we have a hostile environment - that would be in your home office. Maybe you should consider working in the office full time?!

- Teresa Wahlert

On Aug 16, 2013, at 10:27 AM, "Ackerman, Susan [IWD]" <Susan.Ackerman@iwd.iowa.gov> wrote:

Since I'm already on the hit list for termination, I figure it can't hurt for me to speak up anymore.

As I log on this morning, my stomach is in knots and I'm feeling sick wondering what are we going to be hit with today. I, like the majority of us in this position, love my job and feel like I do a good job but the stress is becoming overwhelming and it wouldn't surprise me if the rest of us have to go out on fmla because of the hostile work conditions. Several of us have a target on our backs, both clerical and aljs, and it's pretty hard to try to perform quality work when we're under this pressure. It is as we can't rely on the work rules, which we have practiced for the last 12 to 16 years. The one thing about Joe that I loved is that I felt he had my back. I don't feel that way anymore and it's not due to the director as I feel, after meeting and talking with you, that you are trying to bring change to the agency to make us more efficient and effective. However, you have a huge job and cannot deal with us on the daily work issues, nor should you have to.

I'm to the point that I don't know what to do and have chosen to speak up about the work conditions. We all just want to do our jobs. We don't want to play games and we don't want to have to be afraid. Due to recent changes, we are now supposed to do 38 hearings per week when we are in the office. 38? Seriously? Isn't one of the goals good customer service???

I don't understand what the goal is of one of our pseudo-supervisors. If we either get fired, forced out or resign, what is the end result? Is that the objective?

It was pointed out in the meeting yesterday that I can pick Julie's out of town route for her, since after all, I'm her friend. Yes, I am her friend and I would be happy to do anything I can for her. But I can say, that most every other ALJ is her friend too and we want her to come back as soon as she can. When Julie went on fmla and her computer was taken away from her, it would have seemed prudent (in my humble opinion) to have the judge who doesn't have a full load, complete those decisions. However, that wasn't done and it was given to two other judges, who carry full loads and who have been given the 5 extra cases when we've been in the office.

It would have also seemed prudent (again in my opinion) for the lead judge who assigned these cases to us, to call the parties to explain what was going on but that wasn't done. When I advised the clerical staff that I would happily take the calls, I got chastised since the clerical have to follow the policy. I had a half day medical the other day but I didn't claim any medical on my time card because I came back to work and called all the parties to explain to them what was going on. Now I'm terrified I'm going to be accused of not reporting my medical on my time card but, in the past, we have always been able to flex our time. I recorded every call so I have evidence that I did work that night, in case one of you is wondering. And, it seems so very important to log and count everything we're not doing right but do the good calls get logged and counted???

Donnell sent me this this morning:

"Ramona Verbinez called in. She said that you had left her a message and that you thoroughly explained everything she needed to know. There is no need to contact her again; she just wanted to say thank you."

Did this get logged and counted? I'm sure not. Is the intent just to break us down because if it is, it's working. Donni told us that Tere wanted us each to have a list of our late calls. I see that as nothing but another assertion of power. Have we been informed

of these calls and if not, why? However, the following is what I received for my late decision call log.

Appeal #	CL Last Name	Date of Hearing	Date(s) of phone call
11472	SUTHERLAND	9/27/2012	11/13/2012

I have no memory of the decision so looked it up and the hearing was held on **10/18/12** not **9/27/12**. So tell me, if we're going to keep these numbers so they can be used against us, shouldn't the information be accurate?

So, in conclusion, I will take time away from writing my 33 or 38 decisions, less continuances – which are also being counted even though we have nothing to do with the continuance requests – and I will respond to the information that we are given.

I'm terribly sorry to give you more to read but that's how it's going to be until something gives.

Administrative Law Judge Susan Ackerman

Iowa Unemployment Insurance Appeals
 1000 East Grand Avenue
 Des Moines, Iowa 50319
 Phone: (515) 281-3747
 Fax: (515) 242-5144
Susan.ackerman@iwd.iowa.gov

From: Anderson, Donnell [IWD]
Sent: Thursday, August 15, 2013 2:20 PM
To: Ackerman, Susan [IWD]
Subject: late decision call log

Teresa H. wanted me to send these out to each judge. It is a copy of all the late decision calls we have received on your cases since I started tracking them last November. A case highlighted in blue has since been decided. The last time I updated the list was Friday, August 9th. Theresa Whalert also has an older copy of this spreadsheet.

Message: FW: 04888.m 4901.m and 4905.m**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:01 PM
 Item ID: 40860993
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW: 04888.m 4901.m and 4905.m**

From Hillary, Teresa [IWD]

Date
 Friday, June
 07, 2013
 3:26 PM

To Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Walsh, Joseph [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]

Cc

Example of type of question the clerical staff are getting.

From: Anderson, Donnell [IWD]
Sent: Friday, June 07, 2013 2:49 PM
To: Walsh, Joseph [IWD]; Hillary, Teresa [IWD]
Subject: 04888.m 4901.m and 4905.m

This man called his local office after receiving Marlon's decisions. An Iowa workforce rep told this claimant to talk to Marlon about the reason he isn't getting benefits. They told this cl to tell Marlon that he needed to change the "coding" of his file in order for him to qualify for benefits and it did not matter what Marlon's decision actually is. I explained to him that he would probably be unable to talk to Judge Mormann since the decision had already been made, but I would have an ALJ call him back because I do not have the knowledge to help him with this problem. I also warned him that all of you are in a meeting and it may be Monday before he is called back.

APPEAL#: 13 A UI 04901 SSN: 

HEARING: 06/03/2013 10:00 AM ALJ: M

CLAIMANT - SCREEN 1:

TREVVATHAN, LELAND, L 069 515 264 1316

EMPLOYER - SCREEN 1:

THE BOYLE COMPANY INC 000 000 0000

LEAH KRETLOW 064 712 297 8918

THERESA STORK 064 712 297 8918